



RAMM Street Lights

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Document Release

To check that you are reading the most recent release of this document, please see our website (<http://www.cjntech.co.nz>).

Release Date

August 2005

Change

First publication as RAMM Street Lights (previous draft versions SLIM).

Software Version

When you contact us for help, we'll need to know which version of the RAMM Street Lights software you are using.

TIP: Problems are sometimes fixed simply by upgrading your software to a later Build. To find out which problems are fixed in later Builds than the one you're using, see our website Upgrades page (<http://www.cjntech.co.nz/upgrades.htm>). If you have any questions about upgrading, feel free to contact us (see "Contacting CJN Technologies Ltd" on page 23).

► To Find the Software Build Number

Go to the menu at the top of the main RAMM Street Lights window, then choose **Help > About**. A small window shows details about the software. You'll find the Build Number at the top- in the example below it is *95.0013*.



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About This Guide

This guide is specifically intended to help you use and understand the functions of the RAMM Street Lights software from C/JN Technologies. We've structured it to progress from basic tasks like getting to know RAMM Street Lights concepts and setting up to more complex tasks like Maintenance and Mapping.

Since RAMM Street Lights is both an independent, standalone application as well as part of the RAMM (Road Assessment and Maintenance Management) suite of applications, you may also need to refer the *Using RAMM* Guide. If you're not sure whether you're reading the right guide, see RAMM Guides (on page 21).

This section tells you how to get the most out of using the rest of the document- if you're familiar with RAMM Street Lights you can use the links to go directly to the section you need. If you're new to RAMM Street Lights, we recommend that you read the entire guide.

Understanding RAMM Street Lights

Understanding RAMM Street Lights (on page 33) is an overview of what RAMM Street Lights is, what it does, and other basic RAMM Street Lights concepts like the components of a Street Light and its location on the road.

Getting Started with RAMM Street Lights

Getting Started with RAMM Street Lights (on page 39) describes how to configure it and get to know the RAMM Street Lights Workspace. We've included extensive descriptions of Toolbar buttons (on page 45). If you need help setting up RAMM Street Lights, including setting up Contracts (see "Contract Details" on page 55), this is where you should look.

RAMM Street Lights Tasks

Most of the common tasks you will perform in RAMM Street Lights are described briefly here (see "RAMM Street Lights Tasks" on page 67). Use this section if you're in a hurry and you want a quick start to working with RAMM Street Lights. This is where you'll read about entering Dispatches, printing them for your maintenance crew and completing them. We also have brief descriptions of other regular tasks such as Patrols, Claims and Data Transfer. All the topics in this section are dealt with in more detail in separate sections - use the links in the descriptions below to go directly to them.

Filters

Though Filters are not exclusive to RAMM Street Lights, using filters is crucial to be able to see the information you want quickly instead of having to sort through unnecessary information. This section describes using Filters (on page 139).

Dispatches

This section examines the Dispatch entry process in detail and describes each tab of the Dispatch Entry window (on page 84). It also includes a section on Automatic Dispatches (dispatches received by email) and related options (see "Automatic Dispatches" on page 100).

Street Lights

This is where you'll find a detailed description of the Street Lights window (on page 112), with individual descriptions of each tab. We also look at the distinction between Updating and Replacing Street Light assets (on page 125), and also Rapid Entry Profiles (on page 128) to set up Street Light assets in your network quickly.

Maintenance

Use the Maintenance sections of this guide to work through setting up and configuring Patrols (on page 153), Claims (on page 157), Maintenance Crew Payments and all other Maintenance screens. You can refer to RAMM Street Lights Options (on page 165) for global options governing what you see in RAMM Street Lights, like screens for Rating, Electricity Charges and Optional Groups and to set options for Tolerances and Enforcement.

Working with Databases

This section focuses on Data Transfer functions (see "Data Transfer" on page 204) between the Network Owner, Consultant and Contractor copies of the database. Data transfer is something you should do on a regular basis to keep all versions of your database up to date. If you're a Contractor, this may be specified in your contract.

Reporting

This is where we describe how RAMM Street Lights can help you analyse your data and generate reports (see "Reporting" on page 215). They are either in QuickReport format or the Decision Cube format (see "Decision Cube" on page 217). Both are powerful tools for viewing and analysing your Street Light data and generating printed or soft-copy reports or charts and/or exporting to popular spreadsheet formats like Excel.

Mapping

Mapping (on page 245) is stand-alone function that can be linked to RAMM or RAMM Street Lights, and requires a separate licence - for more information, please contact us (see "Contacting CJN Technologies Ltd" on page 23). Mapping is a key element of RAMM Street Lights because it allows you to visualise your Street Light data and even select Street Light assets on a map. You also have access to a number of mapping query tools.

Administrative tasks

Status Check (on page 285) and Security (on page 287) functions have their own sections in the guide. The Status Check function is to ensure that all the processes and tables in RAMM Street Lights are up to date, and Security sets different access levels for various users of RAMM Street Lights.

Getting Help

This section describes the many ways you can get help when you have problems or questions about using our software.

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Finding the Answers You Need Quickly

To Find Out How to Use Help

For descriptions of the different types of help we have, formatting conventions and contact information - that's right here in the section you're reading now.

To Find Out How to Work with a Particular Function

Go directly to the section about that particular function - refer to the *Contents*.

Answers Elsewhere

If the task is not listed in the *Contents*, you may find it in another of the RAMM Guides. Check our list of RAMM Guides (on page 21) to make sure you've got the right one.

To Find Out what a Particular Term Means

Read the *Glossary* at the end of this Guide.

To Find where a Particular Term Appears in this Guide

Read the *Index* at the end of this Guide.

Talk to Us

Feel free to contact us (see "Contacting CJN Technologies Ltd" on page 23) directly.

What You Should Already Know

The Microsoft Windows Environment

Before you read this guide, you need to be comfortable working with the Windows environment and its applications. We assume you already know how to use standard Microsoft Windows applications. For more information about using Windows applications, please refer to the Windows user documentation - including the online Help which you can open by clicking on a blank part of your Windows desktop, then pressing the F1 key at the top of your keyboard.

Security and Passwords

Safeguarding passwords and security information is important. It's best never to write down a password, but if you must, keep it under lock and key.

Data Backup

Back up your data regularly. At the very least, you should back up your database in a location other than the computer you usually work on. Ideally, your entire computer's hard disk will be mirrored in another location such as a server or a network drive. Another cost-effective and secure backup solution is to use the RAMM Hosting Service. For more information, see our website (<http://www.cjntech.co.nz>).

Conventions We Have Used

This document uses certain ways of formatting text to identify special information.

Formatting Convention	Type of Information
▶ (printed document) or Brown heading (online/web)	Step-by-step procedures. Follow these instructions to complete a specific task.
Bold	Items you must select, such as buttons, menu options or items in a list. Menu options are separated by the > symbol. For example: View > Refresh.
KEYS	Keys on the keyboard. For example: SHIFT or CTRL.
KEY+KEY	Key combinations where you must hold down one key while you press another. For example: CTRL+P, or ALT+F4.

[Implied] Field Name	Part of a field name not actually shown on the screen.
> Menu Path > [Variable]	A menu option that can have several values - usually Asset Types.

Throughout this guide, when we refer to *RAMM* or a related application like *RAMM Asset Valuation*, *RAMM Assessment*, *RAMM Street Lights*, *Signs*, or *RAMM Traffic Signals* we mean the Windows versions of our software.

Help Yourself

You can help yourself with *integrated help*, your *printed help guide*, or with *web help*.

Many people like to be able to find their own answers. It's often quicker than other ways, and it's usually more satisfying. If you can't find the answer quickly, don't hesitate to ask us for help directly (see "Contacting CJN Technologies Ltd" on page 23).

Using Integrated Help

Press **F1** on your keyboard in any window to access context sensitive help

-OR-

Click on the **Help** menu at the top of the window you're in and choose a relevant topic

-OR-

If you choose any of the **Help > CJN Website** options, your browser will be activated and take you to a page on our website (see *Using Web Help* below).

Using the Printed Help Guide

Printed help is useful especially when you don't have access to a computer.

Using Web Help

Our website (<http://www.cjntech.co.nz>) has number of resources that you'll find useful. Our Support page (<http://www.cjntech.co.nz/support/index.htm>) has links to documentation, reference, training and troubleshooting pages. If you're using an installed version of the application you can also download the latest version of the software from our website Upgrades page (<http://www.cjntech.co.nz/upgrades.htm>).

Help from Other Users

Contacting Other Users

When you have a problem or question about different ways of doing something, or you'd like to share ideas with those who have hands-on experience, you can ask other users. We'll be happy to put you in touch with them - just contact us (see "Contacting CJN Technologies Ltd" on page 23).

CJN Forum

You can also ask questions and participate in ongoing discussions in the CJN Forum (<http://forums.cjntech.co.nz>).

Help from CJN Technologies

We pride ourselves on our friendly, responsive support. If you need a helping hand, feel free to contact us (see "Contacting CJN Technologies Ltd" on page 23).

RAMM Guides

We publish a number of guides. Here's a brief overview of them and what they cover.

With every major release of RAMM, we publish a brief description of what's new in the release:

- *What's New in RAMM.*

Main functions and basic tasks in RAMM are described in:

- *Using RAMM.*

Advanced functions in RAMM are in a separate guide:

- *Working with RAMM*, including:
 - RAMM Network Manager.
 - Transaction Logging.
 - Surfaces.

- RAMM SQL.
- Bridges.
- Maintenance Activity.
- Pavement Structure.
- Pavement Strength.
- RAMM Security.

We have some other specific RAMM guides:

- *Managing RAMM.*
- *RAMM Street Lights.*
- *RAMM Asset Valuation.*
- *RAMM Assessment.*
- *RAMM Forward Work Planning.*
- *RAMM Traffic Signals.*

We have two reference guides for advanced database details:

- *Working with Treatment Lengths.*
- *RAMM Database Reference.*

RAMM Database Details

Occasionally you'll need to know where specific details are stored in the RAMM database for more complex tasks. There are a number of ways to find out which tables and columns contain the information you need:

- Read the separate *RAMM Database Reference* guide.
- For the most up-to-date listing of the details you require, go to the RAMM Manager main menu and choose **Reports > Database Structure**. Choose the tables you wish to view and then **Preview** or **Print** them.
- For a general overview, read *Understanding RAMM Toolbar Controls* in the *Using RAMM Guide*.
- Ask workmates and associates who have used RAMM for longer.
- Contact CJN (see "Contacting CJN Technologies Ltd" on page 23).

Comments and Suggestions

If you have any feedback about this document or about the software itself, please contact us (see below). We welcome your observations and suggestions, as they help us to improve what we offer you.

Contacting CJN Technologies Ltd

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Common Actions

When you're using RAMM, some of your actions will be common to more than one task or window. This section describes those common actions.

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Moving to the Next or Previous Record

When you're working with details in a Detail window, you can only see one record at a time. You can easily move to the next and previous record. If you have made changes to the current record, you will be prompted to save them before the next record is shown.

► To Show the Next Record's Details

- From the toolbar at the top of the Detail window, click the **Next** button .
- OR-
- From the menu at the top of the Detail window, choose **View > Next**.
- OR-
- Press ALT + N.

► To Show the Previous Record's Details

- From the toolbar at the top of the Detail window, click the **Previous** button .
- OR-
- From the menu at the top of the Detail window, choose **View > Previous**.
- OR-
- Press ALT + P.

Adding a New Record

When you want to add a new item to a window, you usually have to tell RAMM to create a new record (unless Auto Insert mode is switched on).

► To Add a New Record

To add a blank new record, ready for you to add details:

- From the standard toolbar, click the **Add Record** button .
- OR-
- From the menu, choose **Edit > Add**.

Cancelling Changes

When you have made changes that you do not want to keep, and you have not already saved them (see "Saving Your Changes" on page 27), you can tell RAMM to cancel the changes.

► To Cancel Changes

To cancel changes, without closing the window you're working in:

- From the standard toolbar, click the **Cancel** button .
- OR-
- From the menu, choose **Edit > Cancel**.

-OR-

- Press **ESC** on the keyboard.

To avoid saving changes, you can also close the window and click the **No** button when you are prompted to save changes.

Saving Your Changes

When you make changes in a window you have to save those changes to the RAMM database. Until you do this, changes you have made to that record usually exist only on the screen and may be lost when you close that window (or if RAMM fails for whatever reason, while you are working). Read more about how the information shown on your screen relates to the database.

► To Save Changes

To save changes you have made to the details in a window, either:

- From the toolbar, click the  button.

-OR-

- From the menu, choose **Edit > Save**.

-OR-

- Press **CTRL + S**.

To Avoid Saving Changes

To avoid saving your changes, either:

- Cancel them if you want to keep working in that window.

-OR-

- Close the window and click on the **No** button when you are prompted to save changes.

Using Auto Insert Mode

Auto Insert mode is especially useful when you are entering many records at once.

Updating a Record

Some Detail and Grid windows in RAMM open as *read-only* by default (for example, most asset windows that open inside the RAMM main window). If you have the correct permissions, you can edit or update the data in these windows.

► To Update a Record

To edit or update a record in any Detail or Grid window:

- From the window toolbar, click the **Update** button .
- OR-
- From the menu, choose **Edit > Update**.

Save your changes  when you are done.

Deleting a Record

If you have the correct permissions, you can delete records in RAMM Detail and Grid windows. Some windows (for example, the SLIM windows launched from RAMM) do not allow deleting.

► To Delete a Record

- From the window toolbar, click the **Delete** button .
- OR-
- From the menu, choose **Edit > Delete**.

Using Collapsible Panels

Some windows in RAMM have collapsible panels, so you can get certain features out of the way when you're not using them. The most obvious examples are the Grid Layout panel and the Road Selection panel, which you'll often collapse to free up space to show more road assets.

► To Expand or Collapse a Panel

Go to the panel you want to expand or collapse. Point to the panel sizer, the blue marked area on the dividing bar between the panel and the rest of the window with tiny triangles:



Sometimes (in Grid windows and reports) the bar will be horizontal:



The triangles show you the direction in which the panel will move. Click the sizer to expand or collapse it.

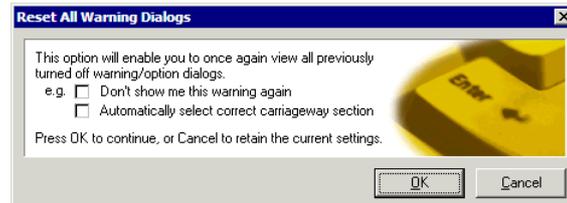
TIP: To expand or collapse the Grid Layout panel, you can also go to the menu at the top of the Grid window and choose **View > Show Layout**.

Resetting 'Don't Show This Again' Warning Dialogs

Several message windows in RAMM give you the option of not being shown again - usually in the same day or until the next upgrade is installed. You can easily reset this option to show all warning dialogs again, if you change your mind.

► To Reset 'Don't Show This Again' Warning Dialogs

- 1 From the window menu, choose **Options > Reset All Warning Dialogs**. The Reset All Warning Dialogs window appears.



- 2 Click **OK** to apply the change. From now on, warning dialogs which were hidden will be shown again whenever they are appropriate.

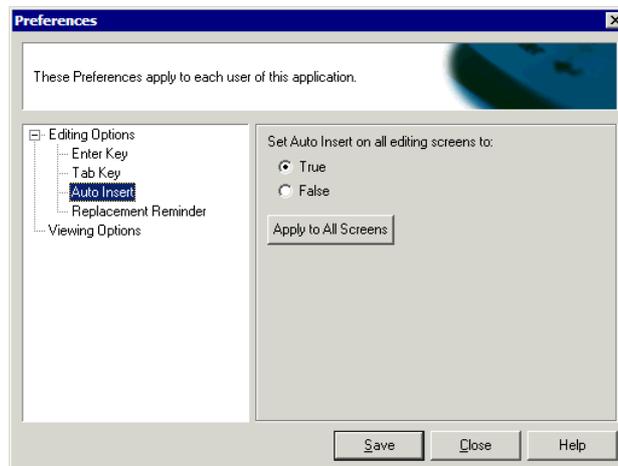
Setting Editing and Viewing Preferences

There are some options you can set that control how RAMM works when you're viewing and editing data. The default settings should be adequate for most purposes, but this is where you change them if you need to. The settings apply only to you, and to the specific RAMM program you're working with.

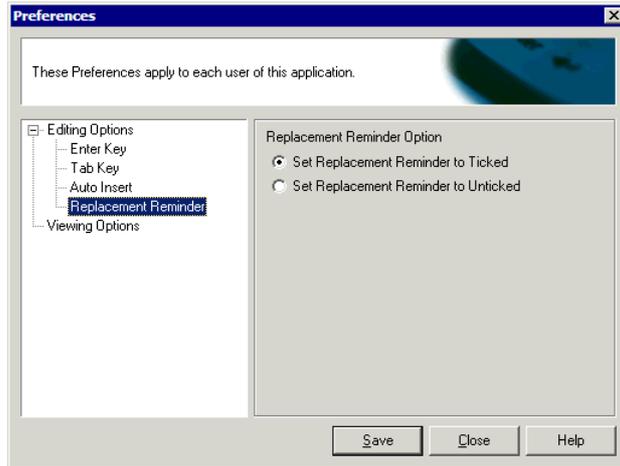
To open the Options window, go to the menu at the top of the main window and choose **Options > Preferences**.

Editing Options

You can tell RAMM how to behave when you're editing data, specify what happens when the **Enter** or **Tab** keys are pressed, and whether or not to use Auto Insert mode for all editable windows. You can instead specify Auto Insert for one window at a time, as you use them.

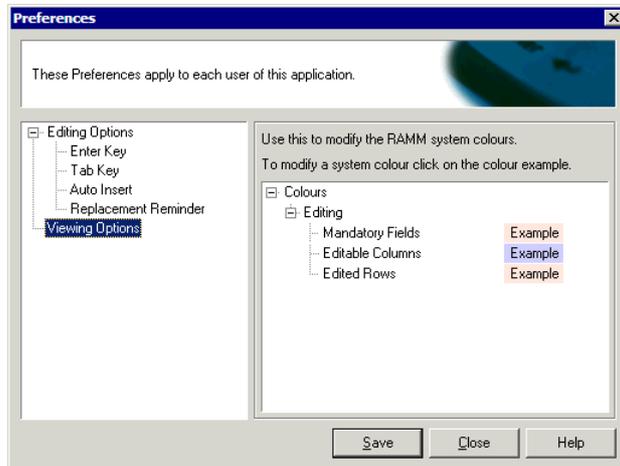


The Replacement Reminder option will activate a reminder on the Replace Asset dialog prompting you to *replace all attached assets* in addition to the asset itself.



Viewing Options

When you're editing or entering data, all fields where you must enter a value can be highlighted in a different colour. You can set that colour here.



Make your changes and click **Save** to return to the RAMM main window.

Understanding RAMM Street Lights

This section introduces you to the basic concepts of RAMM Street Lights.

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What is RAMM Street Lights?

The RAMM Street Lights software enables you to *build an inventory* and *maintain* street lighting assets.

It's also a register of calls and information about asset faults and the *Dispatches* that relate to those faults.

Once the faults have been seen to, the Contractor can also generate *Claims* for the work that has been done.

RAMM Street Lights can also generate *reports* that will analyse the Street Light network in a number of different ways and help with the maintenance.

Background Information

Street lighting contracts are awarded by Network Owners on a regular basis.

RAMM Street Lights enables the transfer of street lighting data between Contractors while maintaining a history of asset replacements. It also ensures privacy between Contractors.

With the current trend to move power cabling underground and remove power poles, an increasing number of Network Owners are finding it necessary to install specific street lighting poles. This naturally leads to an increase in the overall value of the street lighting assets.

RAMM Street Lights helps to locate street lighting assets and look into the history of a particular asset's performance, thereby giving Network Owners and their Contractors a more accurate picture of the Street Light network and its estimated value.

How Does RAMM Street Lights Work?

RAMM Street Lights is an extension of another product called RAMM (Road Assessment and Maintenance Management). RAMM is used by Network Owners to help them maintain their roading network and record other network assets.

RAMM Street Lights uses the RAMM *Roadnames* and *Carriageway* core tables. These tables are maintained by the Network Owner's roading engineers and reflect the current road network. For more information on RAMM, see the *Using RAMM* guide.

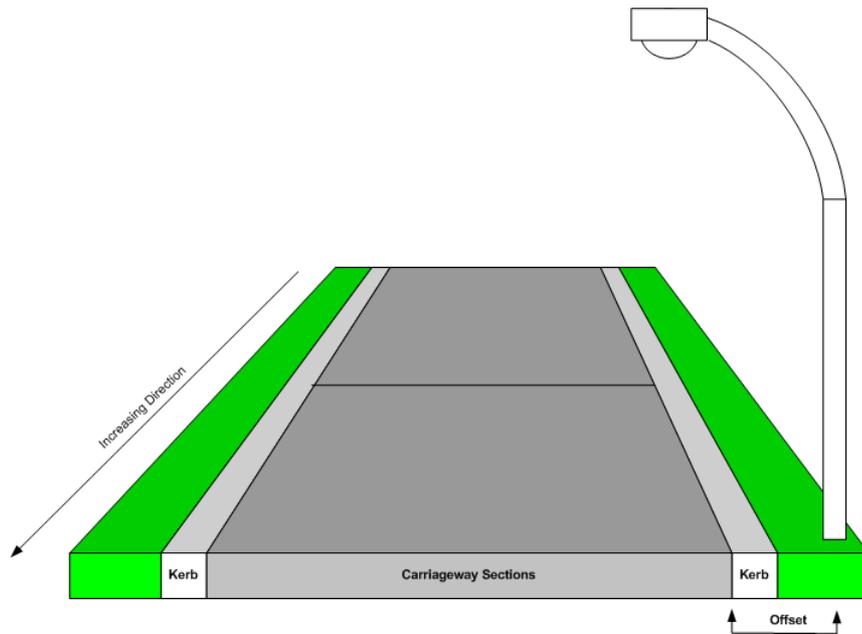
Street Light Location Diagram

The RAMM Street Lights information is linked to specific terms describing parts of the road network. Here are some of the most important terms:

- *Road*. A road in RAMM Street Lights is the unique name given to a length of the network, for example Queen Street or Tamaki Drive.
- *Carriageway*. A road can be divided into logical sections in a number of ways—for example, where an intersection with another road occurs, the start of a bridge, or where an extra lane starts. These divisions are called carriageway

sections. The start and end of a carriageway section is measured in metres from the start of the road. To assist in visually locating these boundaries, start and end names can also be used.

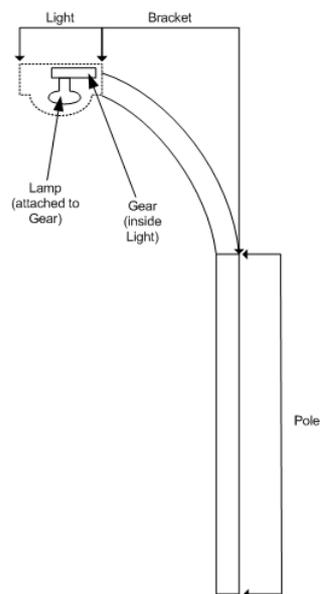
- *Location.* This is the location of the Street Light in metres from the start of the road. The location of the Pole will place it in a carriageway section.
- *Offset.* The offset is the distance from the left hand side kerb (the edge of the seal) to the Pole. The left hand side always in relation to the increasing direction of the road or carriageway, so in the example below the left hand side is the same side the Street Light is on.



NOTE: If the Street Light data is available in the database, it has already been collected and needs updating only. If you haven't been supplied with the data, you will need to build a Street Light inventory (see "Building a Street Light Inventory" on page 297).

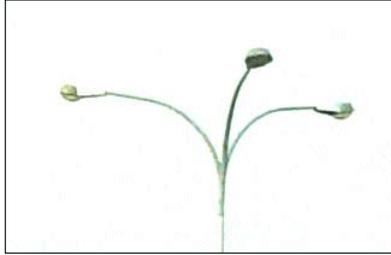
Components of a Street Light

A Street Light has five basic components.



- **Pole.** A Pole or column in RAMM Street Lights can refer to any fixture to which the Bracket and Light are attached. This may also be a building, bridge or a power pole.
- **Bracket.** This is sometimes referred to as the *arm* or *outreach*, and is the section that links the Pole to the Light.
- **Light.** This is the housing of the Gear and the Lamp. It is also referred to as the *lantern*.
- **Gear.** The group of components that ignite, control and regulate the operation of the Lamp.
- **Lamp.** The bulbs, filaments or tubes that generate illumination from the Light. These are the assets that are most often replaced.

The reason for breaking the Street Light down into these separate components is to leave room for every possible configuration. This may include multiple Brackets on a single Pole, as in the image below, or multiple Lights on a single Bracket.



Getting Started with RAMM Street Lights

This section tells you how to launch RAMM Street Lights and set it up to suit your needs.

IN THIS CHAPTER

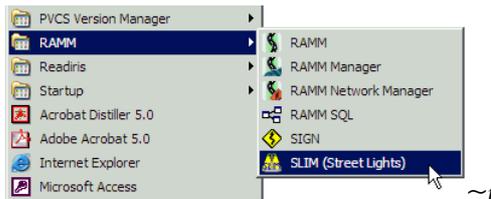
Launching RAMM Street Lights	40
RAMM Street Lights Workspace	43
Toolbar Buttons	45
Setting Up RAMM Street Lights.....	48
Setting Up a Contract	55

Launching RAMM Street Lights

How you start RAMM Street Lights on your computer depends on whether you're running it from an installed copy on your computer or via the RAMM Hosting Service. If you need help with setting up RAMM Street Lights on your computer, see Setting Up RAMM Street Lights (on page 48).

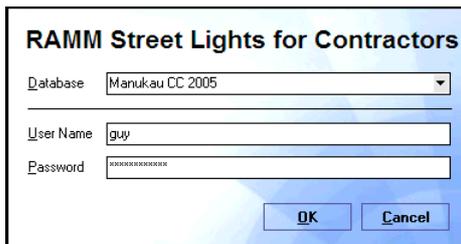
Launching Installed Versions of RAMM Street Lights

On computers running Windows 95 and later, use your **Start** menu to launch RAMM Street Lights from the relevant program group. RAMM Street Lights may be in its own program group or in the RAMM program group, depending on how it has been installed.



You will next connect to your database. If your database has not been set up for you, see Setting Up RAMM Street Lights (on page 48).

You'll see the database login screen:



The database name should be visible in the Database field - if you have more than one database installed click the to select the one you want from the drop-down menu.

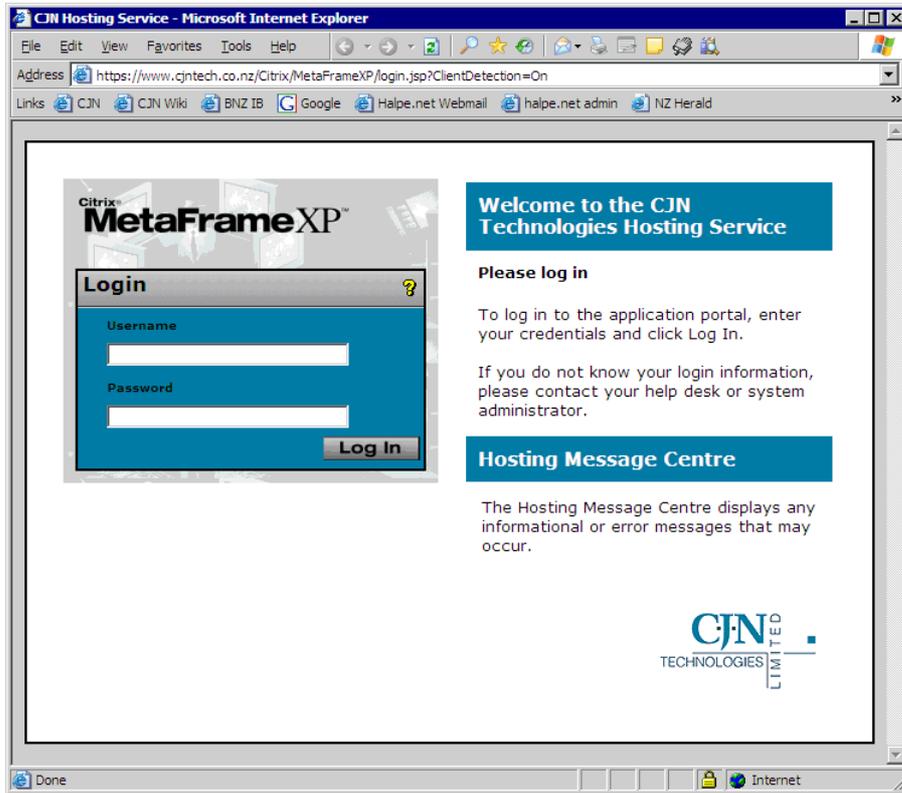
Enter your User Name and Password and click **OK**, and you will connect to the RAMM Street Lights main window.

Launching RAMM Street Lights Via Hosting

Use a standard web browser (for example Internet Explorer) to connect to our website (<http://www.cjntech.co.nz>).

Click on the links to **RAMM Hosting** and **Login Here**. Enter your Hosting Username and Password in the window below and click **Login**. This will have been supplied to you by CJN Technologies earlier. Contact us (see "Contacting CJN Technologies Ltd" on page 23) if you can't remember them!

If you haven't installed the Citrix ICA client you will need to do so first - see RAMM Hosting Service (on page 49).



You will then see a number of icons to launch programs. Launch RAMM Street Lights from the icon below by choosing either the **Full Screen** or **Seamless** (windowed) option.



~i

On the Hosting service RAMM Street Lights is usually configured to connect automatically to your database. If you have multiple databases this will be the last database you accessed.

RAMM Street Lights Workspace

Here are some of the terms we use for different areas of the RAMM Street Lights workspace. We describe the buttons and controls in more detail in Toolbar buttons (on page 45).

Pop-up help

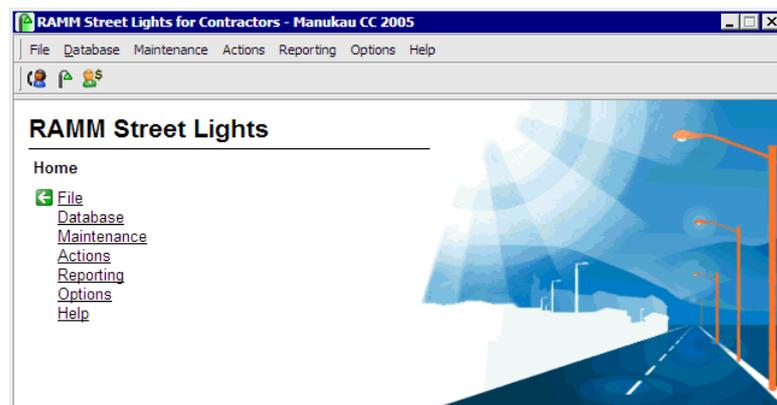
All buttons and fields in RAMM Street Lights have pop-up help. Just hover your mouse over a control, button or field and a little pop-up will describe what that control or field is supposed to do.

RAMM Street Lights Main Window

This is the main window you see after starting RAMM Street Lights and connecting to your database.

The database you're connected to is always shown in the title bar of the window at the top.

NOTE: If you're connected to an Informix DS database, you can view a list of all users currently connected to the database by selecting **Database > Users currently logged on**.



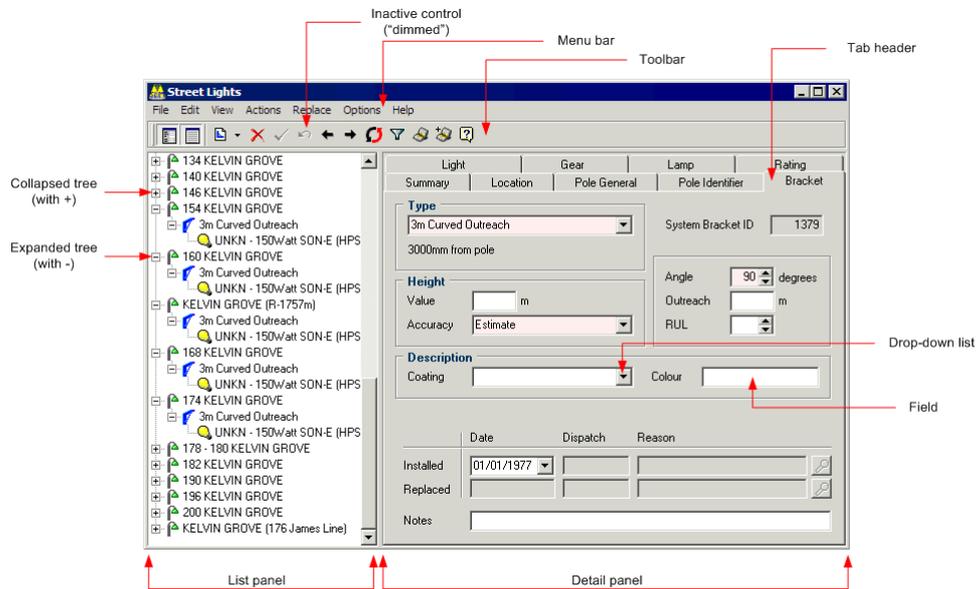
The RAMM Street Lights main window has three buttons on the toolbar to launch its main function windows.

-  Dispatch Entry window (on page 84).
-  Street Lights window (on page 112).
-  Claims window (see "Claims" on page 157).

You can also launch these windows from the **Actions** menu.

RAMM Street Lights Working Windows

The working windows are broadly divided into two areas, the List panel and the Detail panel. The Detail panel is itself sometimes divided into an upper and lower section, depending on which function of RAMM Street Lights you're currently using.



When you're working in RAMM Street Lights, you'll select either Dispatches, Street Lights or Claims in the List panel on the left. In some cases you can view further details of the item in the List panel by clicking the + to expand the tree. In the Street Lights window List panel the currently selected Pole, Bracket and Light are highlighted in red.

The Detail panel is where you enter the various details for the functions or assets you have chosen in the List panel. Some fields require you to select something from a drop-down list. These lists are set up beforehand in Maintenance (on page 171).

The coloured fields are mandatory. Sometimes the Detail panel will have more than one tab, as above, and you can activate each tab by clicking on the tab header.

The toolbar at the top is where you will find buttons to quickly perform important actions- the buttons you see will change according to the window you are currently in. These actions can also be selected from the Menu bar. If a control for an action is unavailable, it is "dimmed" as above. See Toolbar buttons (on page 45).

Toolbar Buttons

Every RAMM Street Lights window has a toolbar at the top that contains buttons for quick access to its functions. We've described them all here for you as a toolbar "quick reference".

The exact buttons you see on each window toolbar vary according to the task at hand. If you'd like to know more about a control, hover your mouse over any button and a pop-up description will appear (see "RAMM Street Lights Workspace" on page 43). This description will also give you the HOTKEY combination for that respective action. If disabled, use the ALT key to make them visible.

NOTE: Mapping (on page 245) and Decision Cube (on page 217) have separate sections describing their toolbar controls.

Common Toolbar Controls

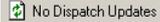
-  **Add Record.** Adds a new record relevant to the window you're in.
-  **Delete Item.** Deletes the selected item.
-  **Save Item.** Save the current window.
-  **List View.** This toggle reveals or hides the **List panel** (see "RAMM Street Lights Workspace" on page 43).
-  **Detail View.** This toggle reveals or hides the **Detail panel**.
-  **Previous Item.** In a window with a number of records, clicking this button will take you to the previous record.
-  **Next Item.** In a window with a number of records, clicking this button will take you to the next record.
-  **Undo action.** Undo the last action you performed.
-  **Filter.** This control is to perform actions in the **Filter window** (on page 142). Both the Street Lights window and the Dispatch Entry window are filtered by default, so if you don't see anything when you open them you may need to adjust the filter.
-  **Decision Cube.** You can generate analyses of RAMM Street Lights information in various ways with the **Decision Cube** (on page 217).

-  **Multimedia.** This button is to load multimedia objects into your database- for example, digital camera images of Street Light assets.
-  **Help.** Click this button to access context sensitive help from any screen

-OR-

Press F1 on your keyboard.

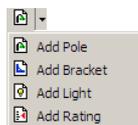
Dispatch Entry Toolbar Controls

-  **Dispatch Update.** When you are in the Dispatch Entry window, if this button shows **Refresh Dispatches** instead of **No Dispatch Updates** as above, you have new Dispatches via email from your Network Owner (see "Receiving Loaded Dispatches" on page 107). Click the button to refresh the Dispatch list in the List panel.
-  **Assign Dispatch.** This button assigns the selected Dispatch to *Anyone* or a name in the drop-down list. The list is maintained in Contract Specific Staff Permissions (on page 295).~a

For a full description of the controls and menus that apply to the Dispatch management process, see Dispatch Entry (on page 68).

Street Lights Toolbar Controls

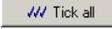
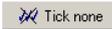
-  **Add Street Light Item.** This button is used for adding new items to the network quickly. It will show the type of Street Light asset currently selected to add, as well as giving you the choice of another asset from the drop-down list as below:



-  **Replace.** Replace an asset.
-  **Add to Map.** Add asset to the map. For more information, see **Mapping** (on page 245).
-  **Load Map.** Load a map.

For a full description of the controls and menus that apply to the Street Light management process, see Street Lights (on page 111).

Status Check Controls

-  **Tick All.** Select all the options available for the Status Check.
-  **Tick None.** Clear all selections.
-  **Required only.** Select options based on the availability of data.

For more information, see Status Check (on page 285).

Patrols Window Controls

-  **Show Patrol Area.** This control is available only in **Patrols** (on page 153). It shows the area that the Patrol is responsible for.

Preview Toolbar Controls (for Reports)

-  **Zoom to Fit.** Fits the entire page to the preview window.
-  **Zoom to 100%.** Actual size.
-  **Fit Width.** Fits the width of the page only to the preview window.
-  **Zoom In.** Enlarge the text by zooming in each time you click the button.
-  **Zoom Out.** Reduce the text by zooming out each time you click the button.
-  **Go to First Page.** Displays the first page of the preview.
-  **Go to Previous Page.** Displays the previous page.
-  **Go to Next Page.** Displays the next page.
-  **Go to Last Page.** Displays the last page.
-  **Print Report.** Brings up the *Print* dialog for your default printer to enable you to print the report.
-  **Open Report.** Brings up the *Open File* dialog to enable you to select a previously saved report file and open it.
-  **Save Report.** Brings up the *Save File* dialog box to enable you to select a location and *Save As Type* and save the report as a file.

For more information, see Viewing and Saving Previews and Reports (on page 215).

Setting Up RAMM Street Lights

This guide is aimed at the RAMM Street Lights Contractor / Consultant.

If purchased RAMM Street Lights as Network Owner, it will be made available as part of the RAMM install. The RAMM Street Lights tables are incorporated in your existing RAMM database, and once the software is loaded you'll be able to access them.

As the new Contractor / Consultant you need to start by *setting up* your database and your Contract Details.

If you'd like a quick guide to those actions you need to do most often, such as entering Dispatches, completing them, updating the network and claiming for work done, see Daily Tasks (on page 67).

Once the work is done, you can generate and keep track of *Claims* for the work.

Two Ways of Setting Up RAMM Street Lights

There are two methods of setting up RAMM Street Lights- you either install it on your computer from a CDROM, or contact us to set up RAMM Street Lights on the RAMM Hosting Service.

These depend on whether you have been supplied with Street Light data or not, and whether you are using the RAMM Hosting Service or an installed version of RAMM Street Lights.

NOTE: If you do not have Street Light data, you will need to go out into the field, record information about the Street Light assets and build the Street Light inventory (see "Building a Street Light Inventory" on page 297).

RAMM Hosting Service

This section deals with setting up RAMM Street Lights on the RAMM Hosting service. If you're not using the RAMM Hosting Service, go the next step (see "Installing RAMM Street Lights" on page 50).

To use RAMM Street Lights on the RAMM Hosting Service, all you need is a connection to the Internet and a standard web browser like Internet Explorer. For more information on Hosting- click on the link to **RAMM Hosting** on our website (<http://www.cjntech.co.nz>).

Before You Log In to the Hosting Service

- You need a login *Username* and *Password*. The process of setting up the Hosting Service generally includes setting up permissions and access levels to RAMM Street Lights databases, so you should already have your username and password by this time. If you need help with this contact your administrator or contact us (see "Contacting CJN Technologies Ltd" on page 23).
- You also need to install the *Citrix ICA Client*. This is a small programme that facilitates the connection to RAMM Street Lights. If it's not already installed, RAMM Street Lights will prompt you to download and install it. Our Hosting page on the website has a link for this purpose.

You're now ready to start working with RAMM Street Lights (see "Launching RAMM Street Lights" on page 40).

Installing RAMM Street Lights

This section describes how to install the RAMM Street Lights application on your computer. We assume that you already have Street Light data supplied to you in the form of a .slm file.

Before You Begin Installing RAMM Street Lights

You should have received the RAMM Street Lights software on CDROM.

It's designed to work with either a Microsoft Access (MS Access) or Informix database that it will create from a .slm file. If you do not have MS Access installed on the computer you are using contact us (see "Contacting CJNI Technologies Ltd" on page 23) and we will supply you with a runtime version of MS Access on the RAMM Street Lights installation CD. Feel free to contact us if you have any questions about the install process.

Installing RAMM Street Lights

To install the RAMM Street Lights software just place the CD in the drive and follow the prompts. By default the software will be installed in the directory

C:\PROGRAM FILES\CJN TECHNOLOGIES\SLIM

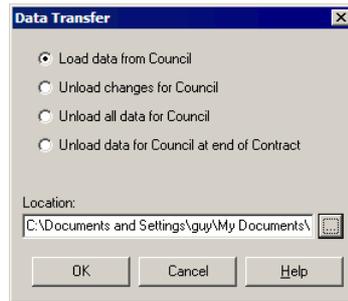
Creating a RAMM Street Lights Database

To create the RAMM Street Lights database you will need a .slm file. This will be supplied either by the Network Owner (the Council) or the Consultant. This will contain the roadnames and carriageway information for the network and may also include an inventory of the Poles, Brackets and Lights. For more information, see Data Transfer (on page 204).

► To Create the RAMM Street Lights Database

- 1 Start up the RAMM Street Lights software.
- 2 Select **Actions > Data Transfer**.

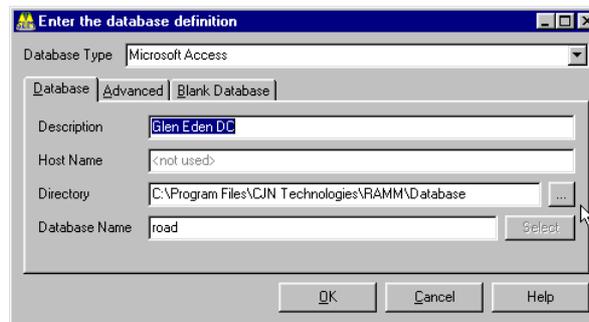
- 3 Select the option to **Load Data from Council**, and then navigate to the location of the .slm file.



-OR-

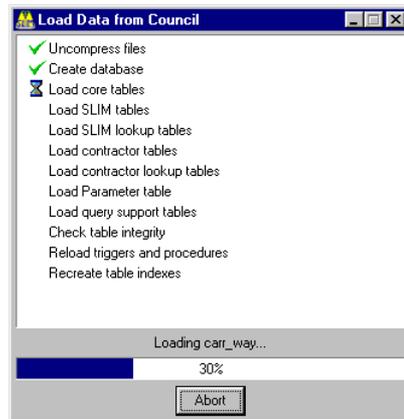
Simply double-click the .slm file wherever it may be on your computer.

- 4 RAMM Street Lights will prompt you to confirm that the file you have loaded is the correct one.
- 5 RAMM Street Lights now takes you to the database setup window. Here you specify the **Database Type** as either *Microsoft Access* or *Informix* from the drop-down list, and set a **Directory** location for the database. Choose MS Access if you're not sure.



NOTE: The directory location is up to you, but please ensure it is placed on a drive that is regularly backed up.

- 6 When you click **OK** RAMM Street Lights will go through the process of loading all the tables and setting up the database. You'll see a series of progress windows like this one. Please be patient, this step of the process takes some time.

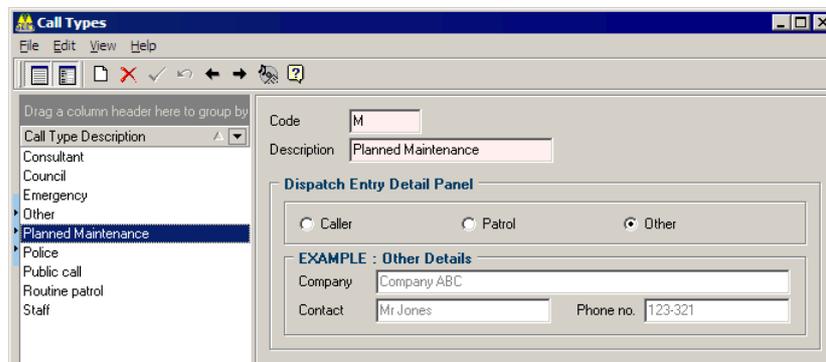


- 7 When the database setup is finished, click **OK**. RAMM Street Lights is now up and running.

Call Types

Call Types describe the source of a fault report - for example a Consultant, staff, Patrol, or a member of the public. Call Types are required on the Dispatch Entry window, where you will select them from a drop-down list.

In the main RAMM Street Lights window, select **Maintenance > Dispatch Definitions > Call Types** to begin setting them up.



► To Set Up Call Types

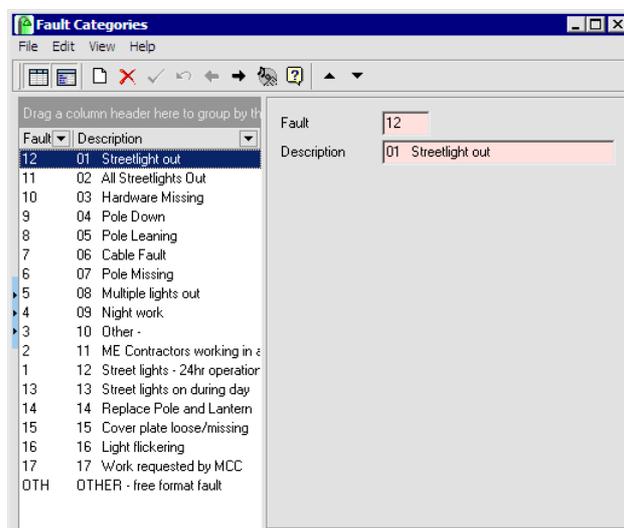
- 1 Click **Add Record** 
- OR-
- CTRL+N on your keyboard.
- 2 Give your call type a **Code** and a **Description**.
- 3 Select either **Caller**, **Patrol** or **Other** to define the category for this call type. Your selection will be reflected at the bottom of the Detail panel of the Dispatch Entry window, and will govern how you record details about how the fault was reported.
- 4 **Save** each entry, and repeat the process for each item.
- 5 Close the window to exit when you are done.

NOTE: Categorising call types and faults into groups allow you to get a better picture of how the faults are reported. For example, if the greater percentage of faults should be reported from Patrols rather than from public calls.

Fault Categories

Fault Categories describe the actual faults. Like Call Types, Fault Categories are required when you're working in the Dispatch Entry window.

In the main RAMM Street Lights window, select **Maintenance > Dispatch Definitions > Fault Categories** to begin setting them up.



► To Set Up Fault Categories

- 1 Click **Add Record** 

-OR-

CTRL+N on your keyboard.
- 2 Enter a **Code** and a **Fault** description.
- 3 Set the list order. Use the **Promote**  and **Demote**  buttons on the toolbar to change the position of the item in the list as required.
- 4 **Save**  each entry, and repeat the process for each item.
- 5 Close the window to exit when you are done.

Setting Up a Contract

If you've successfully set up RAMM Street Lights and connected to your database you're now ready to set up your Contract Details, Contract Item Activities and Schedule Items. If you haven't, see [Setting Up RAMM Street Lights](#) (on page 48).

This is a very important step, as it will establish a number of settings for other areas of RAMM Street Lights.

You can always return here to make changes, but entering the details as accurately and comprehensively as you can at the beginning of the contract is crucial.

Doing so will help you perform your contract duties efficiently and quickly.

Contract Details

From the main RAMM Street Lights window, click **Maintenance > Contract Details** to view and work with your Contract Details.

If Your Contract Is Already Loaded

If your database was created from a .slm file, the contract would also have been created and you will see the Contract Details when you open this window. If you see a contract already loaded in the *Contract* field, go straight on to [Contract Groups](#) (on page 58) or [Contract Item Activities](#) (on page 60).

Adding a New Contract

If you need to set up a contract from scratch, however, the fields above will be blank. To add a contract, click the **Add Record** button  on the toolbar of your window or simply start typing in a blank field. A dialog box will ask you to allocate a Contract ID, after which you can proceed to enter Contract Details as below.

► To Enter Contract Details

You'll notice that while you are doing the initial input of Contract Details, the words *Setting Up* are visible on the window. You'll now enter Contract Details and Contract Item Activities (on page 60). When that's done to make the contract available you'll need to open the contract (see "Opening the Contract" on page 66).

NOTE: All coloured fields are mandatory (you must enter the information).
Piecemeal Rate payments for specific Crew members is no longer available in RAMM Street Lights.

- 1 Enter the **Contract** name and a unique (user defined) **ID** number. This may be supplied to you by the Network Owner.
- 2 Enter the start and end dates of the contract in the **From** and **To** fields.
- 3 Enter the names of the organisations involved in the **Parties** section and the individual **Contact** for each organisation.
- 4 The **Update Asset** option should not be changed unless you are specifically instructed to do so. For more information on updating assets, see Updating Assets (on page 124).
- 5 The **Mark Dispatched When Assigned** option (default) marks all Dispatches that are assigned to someone or printed as *Dispatched*. However, if your maintenance crew is using Pocket SLIM, for example, you would wish to untick the option so that you could assign it to someone (see "Dispatch Entry Window" on page 84) without it being marked as Dispatched in the desktop application. It will be marked Dispatched when the crew accepts the job for processing. ~a

- 6 You can record any general comments relating to the contract on the **Notes** tab.
- 7 The **Priority** tab allows you to set options for prioritising Dispatches within the job list. You can allocate a response time in hours, and choose whether the priority level will be printed on the relevant Dispatch. *~a*
- 8 The **Maintenance Note Actions** tab is where you can enter the actions you can quickly select for entering into the Dispatch Entry window Maintenance Notes tab (see "Maintenance Notes" on page 87).
- 9 The **Dispatch Group** and **Claim Group** tabs are to configure the contract specific Optional Groups (see "Contract Groups" on page 58) and control how they are used on the Dispatch Entry and Claims windows.
- 10 **Save** the Contract Details into RAMM Street Lights.

For more information on the **Reports** menu, see Reporting (on page 215).

NOTE: The Staff Permissions button  on the toolbar allows you to set *contract specific* staff permissions (on page 295). General RAMM Street Lights Staff Permissions are maintained in RAMM Manager (see "Security" on page 287).

Contract Groups

Contract Groups are to customise, record or group information in a way that's pertinent to the specific needs of a Network Owner.~a

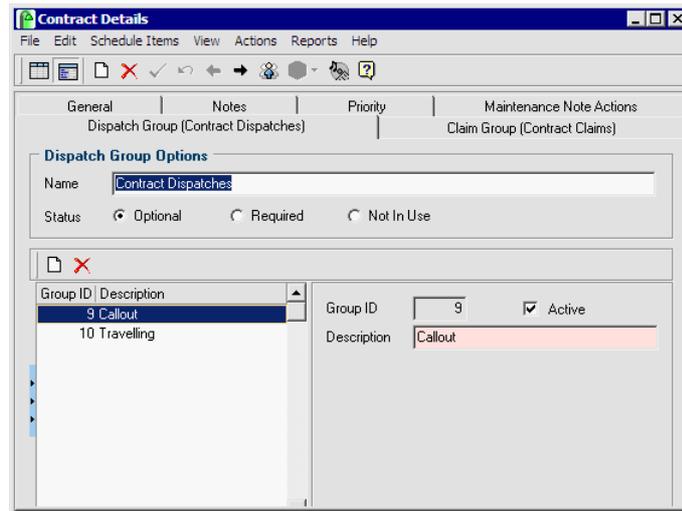
For example, the Network Owner may require a breakdown of their Schedule Items in such a way that they know how much a Ward is costing them to maintain (Claim group) or they may wish to find out how many faults are been reported on weekends (Dispatch group). These groups can be configured to reflect this information and then made available on the Dispatch Entry window (see "General Information" on page 86) and Claim Line Detail window (see "Claim Lines" on page 79).

NOTE: Contract Groups are distinct from the *Optional Claim Group* and *Dispatch Group*, which are not linked to contracts, and are managed via the **Maintenance** menu of the main RAMM Street Lights window. See *Optional Grouping* (on page 192) for more information.

► To Maintain Contract Groups

- 1 View Contract Details (on page 55), and select the relevant tab for the Contract Group (either **Dispatch Group** or **Claim Group**).
- 2 Enter a **Name** if required. This name will be included on the tab heading and wherever the Group appears.
- 3 Set the **Status** of the Group as required:
 - **Optional.** The group is available, but the field can be left blank. Use this status option if the group needs to be selected only for certain items.
 - **Required.** The user must select a value before the entry can be saved. This status option is a good way of ensuring that data is entered in all cases.

- **Not in use.** This is the default value. If this status option is selected the group will not be visible, even if other details have been set up within it.



- 4 Add a new record  and a **Description** for each item that will be available for selection from the drop down lists for the respective Groups. Each item can be ticked to be made **Active** as required.

These groups will also be available for generating reports and analyses with the Decision Cube (on page 217), which is available by clicking  from the **Dispatch Entry** window, or from the **Claims** window.

NOTE: Optional Dispatch groups can also be set up for email entries. If you have these groups flagged as **Required** then ensure that default entries are selected under Email Options (on page 101).

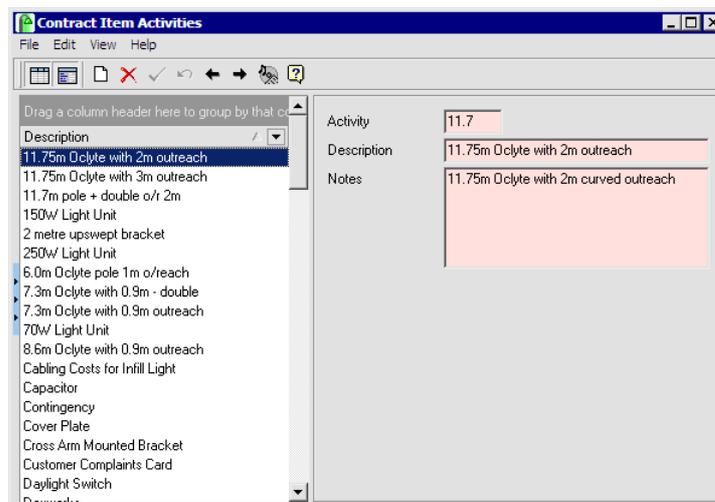
Contract Item Activities

These are the activity *categories* for the Schedule Items you will be entering. Contract Item Activities are set up at the beginning of the contract.

TIP: For example, within the contract there may be a number of different items for replacing lanterns. The breakdown of these items will reflect the differing costs for each wattage and type. If you set up "Replacing Lanterns" as a Contract Item Activity this enables you to enter all related Schedule Items under the one activity. This allows grouping later on the overall cost to replace Lamps.

It's advisable to set these up first before setting up Schedule Items.

Close the Contract Details window and select **Maintenance > Contract Item Activities** from the main RAMM Street Lights menu.



► To Enter Contract Item Activities

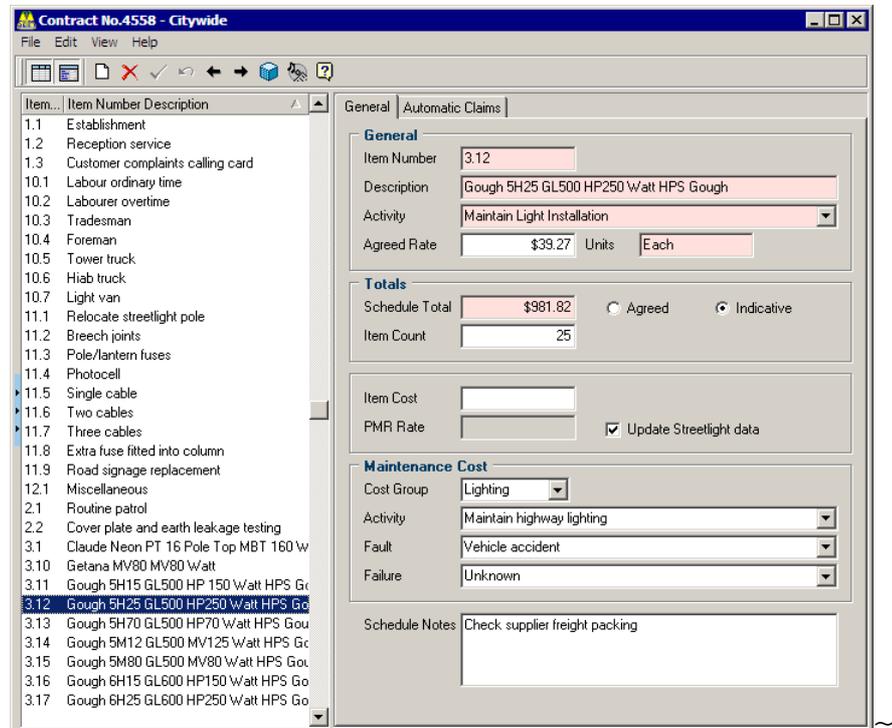
- 1 Enter the activity categories you need by clicking the **Add Record** button .
- 2 Enter a **Code**, an **Activity** name, and descriptive **Notes** in the respective fields.
- 3 **Save** the entry.
- 4 Repeat steps 1 through 3 as needed.
- 5 Close the window when you are done.

These activities will become available to you from a drop-down list when you're entering the Schedule Items.

Schedule Items

If you've finished entering the general Contract Details (on page 55) and the Contract Item Activities (on page 60), you're now ready to enter Schedule Items.

Select **Maintenance > Contract Details** from the main RAMM Street Lights window and click the **Schedule Items** button on the menu.



NOTE: The Schedule Items reflected in this window must reflect the Schedule Items on your contract. You'll need a copy of the contract before you proceed any further.

► To Enter Schedule Items

- 1 Click the **Add Record** button  on the toolbar of your window to begin entering Schedule Items.

- 2 **Item Number.** The numbering system you use here should reflect the system in the contract itself. This column allows both alphabetical and numeric characters.
- 3 **Set the Item order.** You don't need to add spaces or 0s before the number to create a sort order as in previous SLIM versions. Use the **Promote** ▲ and **Demote** ▼ buttons on the toolbar to change the position of the item in the list as required.
- 4 **Item Description.** When entering Schedule Items, it's important to enter a meaningful description to make working with Schedule Items easy and efficient not just in this window but in RAMM Street Lights generally.

TIP: A long description like **Replacement of Gough GL 500 50w Gear Tray** is likely to have you searching through a long list of Schedule Items to get to the one you want. Entering the same item as **50w GGL 500 GT** will make things much easier for you. Especially when it comes to replacing assets in the Street Lights window, simply start typing **50w** and the software will jump to the 50w items, refining the list as you keep typing the description.

- 5 **Activity.** Choose the appropriate contract item activity for the Schedule Item. If you don't have any activities in the drop-down list they need to be set up beforehand from main RAMM Street Lights window, from the **Maintenance > Contract Item Activities** menu (see "Contract Item Activities" on page 60).
- 6 **Rate.** The rate is optional but the unit indication is mandatory. The rate entered here will be used as the default rate when claiming for this item.
- 7 **Totals.** This section requires you to enter an amount as an **Allocation** for the specified Schedule Item that covers replacement as well as overheads. This can be an **Agreed** amount or an **Indicative** number only. You can also enter the **Hardware Cost** for comparison if you wish. The **Item Count** is an estimation of how often within the contract you expect to claim for that Schedule Item.
- 8 You can also allocate a Maintenance Cost **Group, Activity, Fault** or **Failure** (see "Costs" on page 194) to the item so that this data can be exported to RAMM for the use of the Network Owner.
- 9 **Notes.** This space is for any notes you wish to attach to a specific Schedule Item.
- 10 **Save** each item. Repeat the steps above until all items are entered.
- 11 Close this window to return to the Contract Details window, which you can also close if you are done.

NOTE: You may need to return to this option throughout the life of the contract to enter any *variations, additional items* or to *alter rates*.

Automatic Claims

You can automate the process of claiming for replaced assets and work done with *Automatic Claims*.

This option is available once you've finished setting up Schedule Items (on page 61). From the RAMM Street Lights main window, select **Maintenance > Contract Details > Schedule Items**. You'll enter Automatic Claims on the **Automatic Claims** tab.

NOTE: The Automatic Claims function is currently available only in Pocket SLIM, though the rules described below are set up in RAMM Street Lights. Contact us (see "Contacting CJN Technologies Ltd" on page 23) for more information.

Having automatic Claim generation in place saves time by having Claim lines for common types of maintenance work automatically generated, and there's less chance of getting asset data and costs incorrect when generating Claim lines.

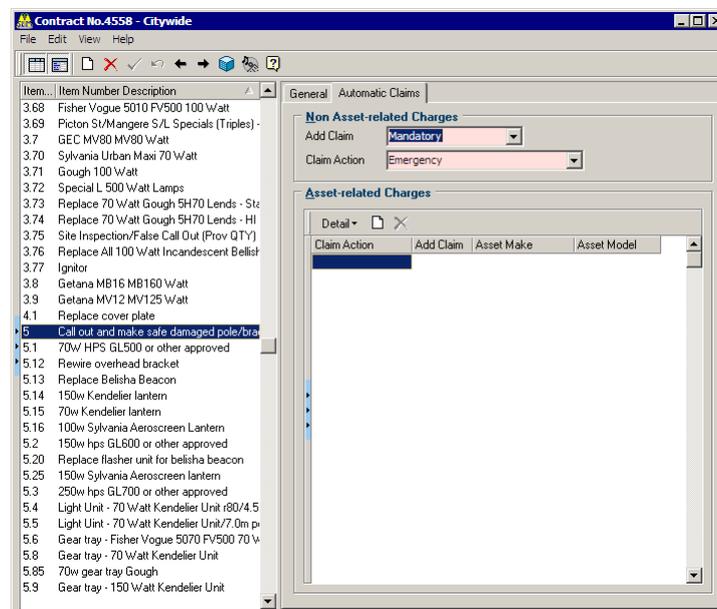
Once the Schedule Item has been highlighted in the selection panel on the left, click the **Automatic Claims** tab. The rules for automatic claiming can be defined in two ways:

- *Non Asset-related Charges* - for when the Schedule Item is for an activity rather than a physical asset, like data entry or monthly administrative tasks.
- *Asset Related Charges* - when the Claim is linked to a physical asset, like data entry or monthly administrative tasks.

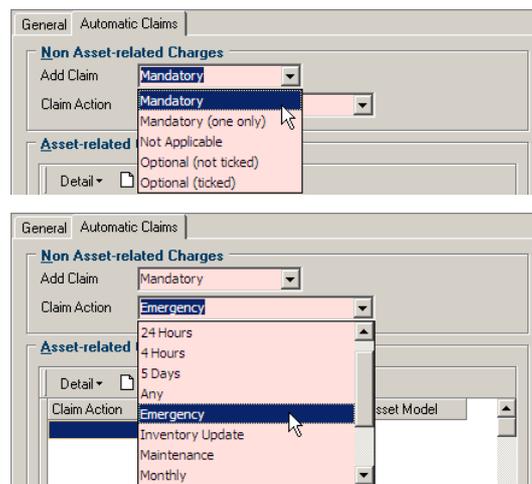
These two options are mutually exclusive - for example, you cannot enter asset related charges *and* other charges for the same Schedule Item.

► Setting Up Automatic Claim Rules for Non Asset-related Charges

- 1 Select the relevant Schedule Item.



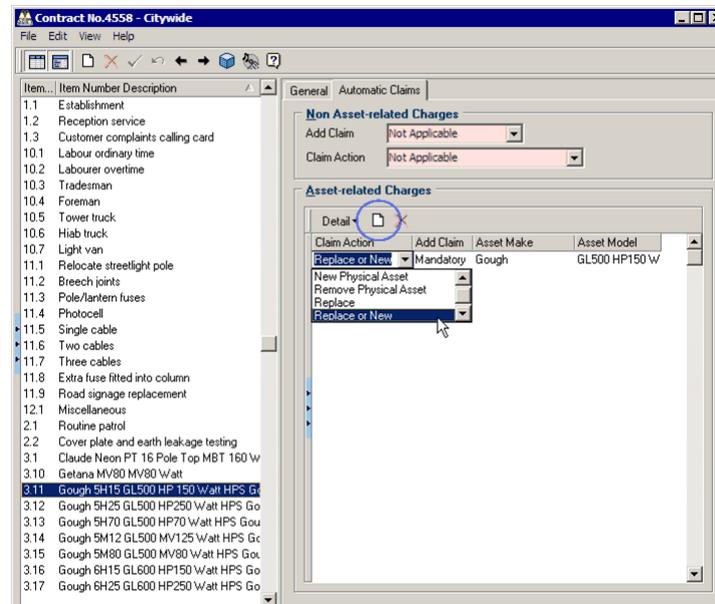
- 2 In the *Non Asset-related Charges* section, select the appropriate rules from the drop-down lists.



- 3 Save the Automatic Claim rules.

► Setting Up Automatic Claim Rules for Asset Related Charges

- 1 Select the relevant Schedule Item.
- 2 In the *Asset Related Charges* panel, click the **Add Record** button  in the Detail window as indicated below to insert a new record.



- 3 Select the rules controlling Claim line generation from the drop-down lists in the Detail window columns.

In the example above, the Claim line will be automatically generated whenever the asset is *replaced*, or when a *new* asset is installed.

- 4 The *Add Claim* column selects the enforcement conditions for the Automatic Claim - *not applicable*, *mandatory* or *optional*. If adding the Claim is optional, you can also choose to set whether it is ticked or unticked by default.
- 5 The *Asset Make* and *Asset Model* columns are similar to other RAMM Street Lights maintenance screens and are to identify the asset Make and Model being replaced or installed. *Model* is applicable to *Light*, *Gear* and *Lamp* assets only.
- 6 Repeat steps 1 through 5 as required for as many Claim lines are required for the Schedule Item.
- 7 Save the Automatic Claim rules.

Approval of the Automatic Claims generated by this process can be managed in the Dispatch Claim Approval window (see "Dispatch Claim Approval" on page 164).

Opening the Contract

When you've finished entering Contract Details, Contract Item Activities and Schedule Items, you're ready to open the contract and begin work on it.

If not, see Setting Up a Contract (on page 55).

In the Contract Details window, click **Actions > Open Contract**. Depending on the permissions that have been set up for you in the Security section, you're now able to enter Dispatches, carry out replacements, and generate Claims on this contract. For more information on permissions see Security (on page 287).

RAMM Street Lights Tasks

This section outlines the tasks involved in maintaining your Street Light network.

IN THIS CHAPTER

Daily Tasks	67
Other Regular Tasks	81
Concluding the Contract	82

Daily Tasks

You're now ready to get started with the regular tasks involved in working with RAMM Street Lights.

We've categorised them as follows:

- Daily tasks (in this section).
- Other regular tasks (on page 81).

NOTE: The exact frequency of these tasks is up to you, and naturally dependent on the stipulations of your contract. Our recommendations are a guide only.

For more information on setting up a new contract, see *Setting Up a Contract* (on page 55).

Dispatch Entry

Dispatch handling is a key area of RAMM Street Lights. This is where you'll record all the faults that are found or reported on your Street Light network as a Dispatch. Entering as much detail as possible is an important aid to locating the faulty asset. These Dispatches can then be printed and passed on to the maintenance crews.

This section of the RAMM Street Lights guide gives you a quick introduction to entering a new Dispatch. For more detailed instructions, see Dispatches (on page 83).

TIP: For more information on RAMM Street Lights windows and controls, see RAMM Street Lights Workspace (on page 43).

► To Enter a Dispatch

- 1 From the main RAMM Street Lights window, click the **Dispatch Entry** window launch button indicated by the mouse arrow:



-OR-

Select **Actions > Dispatch Entry**.

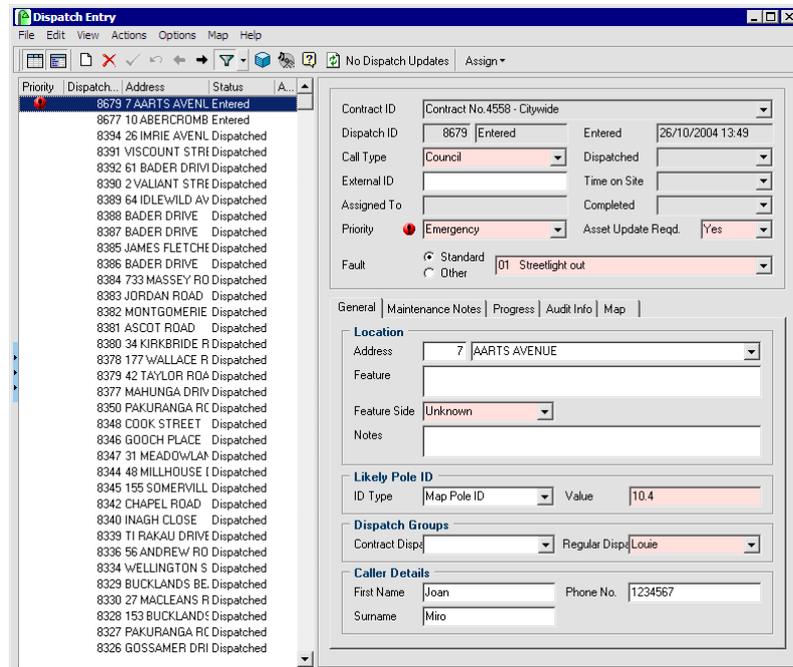
NOTE: When you open the Dispatch Entry window, RAMM Street Lights filters the Dispatches you see to display only *current* or *outstanding* Dispatches. See Filters (on page 139). These include Dispatches that may have been emailed from your Network Owner, which will be highlighted in the List panel. For more information see Email Options (on page 101). Completed Dispatches are still in the system, just not visible.

To show the Dispatch address in the list select **Options > Show Address In List**.

2 Click the **Add Record** button 

-OR-

CTRL+N on your keyboard.



RAMM Street Lights now adds a new Dispatch to the List panel with a Call Status of **Entered** and records the date and time in the *Entered* field on the Detail panel.

- 3 Select a contract by clicking on the ▾ in the Contract field. If you don't see a contract, you need to close this window and set it up (see "Setting Up a Contract" on page 55). If the List panel already has Dispatches, the contract and other details will default to those of the last highlighted Dispatch.

NOTE: Coloured fields are mandatory.

- 4 Select the **Type** of Dispatch from the drop down list, and enter corresponding Details in the panel below the Location section. If you do not have a list of Dispatch Call Types, you need to set them up (see "Call Types" on page 52).
- 5 Select the **Fault**. This can either be a Standard fault you can select from the drop-down list, or you can select Other and enter your own. If you have no faults in your drop-down list, you need to set them up (see "Fault Categories" on page 54).
- 6 Set **Priority**. The default is Non-emergency. If you select Emergency, the Dispatch will be marked with Emergency icons as above and the word *EMERGENCY* will be printed on the Dispatch (see "Printing Dispatches" on page 71).
- 7 In the lower section of the detail panel, enter a **Location**. It's crucial to enter the location information as accurately as possible. Select the **Feature Side** (the side that the asset is located on).

NOTE: All other fields in the Location section (**Address, Feature, Notes**) are optional, but remember that the more information you include, the easier it will be for your crew to find and fix the fault. The information you enter here also depends on how you identify features on your Street Light network. For example, if you prefer to identify Street Lights by Pole ID, you can configure this section to show *Likely Pole ID* instead. For more information on the other fields in the Detail window and on the other tabs, see Dispatches (on page 83). It's advisable that you enter at least a possible house number or Pole ID - if you don't enter any location information at all, your Dispatch won't show any Poles.

- 8 **Save** the Dispatch into RAMM Street Lights.
- 9 Once you've entered the Dispatches, you need to print them (see "Printing Dispatches" on page 71).

NOTE: A Dispatch doesn't have to be printed before you complete it.

Printing Dispatches

Once you've entered your Dispatches into RAMM Street Lights, you need to print them out for your crew so that they can find and fix the faults.

This section gives you basic instructions on printing a Dispatch for your maintenance crew. For more advanced printing options related to Dispatches, see Dispatch Printing Options (on page 97).

TIP: For more information on RAMM Street Lights windows and controls, see RAMM Street Lights Workspace (on page 43).

► To Print Dispatches

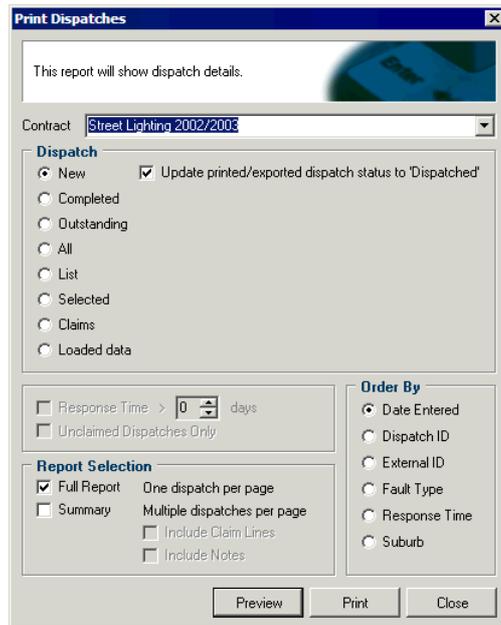
- 1 In the Dispatch Entry window, select **Actions > Print Dispatches**

-OR-

CTRL+P on your keyboard.

TIP: If you want to print a specific Dispatch, in the Dispatch Entry window, select the Dispatch you want to print in the List panel and select **Actions > Print Selected Dispatch** from the menu
-OR-
CTRL + B on your keyboard.

- 2 By default this window is set up to print only the newly *Entered* Dispatches. Once the *Entered* Dispatches have been printed they will show as *Dispatched* in the List Panel of the Dispatch Entry window. The Dispatches will also be updated with the date and time the Print Dispatches process was run.



- Report Selection. What you see on your report is governed by the selections in this section. With **Full Report** selected, you will see a single Dispatch per page. The number of pages will correspond with the number of Dispatches *Entered*.

CJN Technologies Limited
Palmerston North

User: Guy
Printed: Friday, 25 July 2003 10:49

Page: 1

Dispatch Detail Report

Street Lighting 2002/2003

Dispatch : 1246 / response N/A days
 Call Entered : 25/07/2003 09:09 Friday
 Location : 12 BIRMINGHAM ST, (66)
 Reported By : Joan Miro, ph. 3069034
 Fault : Lamp Out
 Notes : Dog in fenced area

Call Type: Public call

House No	Side	Loc (m)	Surrounding Poles	ID numbers
6	R	63	Pole Spunlite: Pole No: L6266 Power Co: Genes is; Bracket: UNKNOWN Angle 90	5730 5730 16777
12	R	108	Pole Spunlite: Pole No: L6265 Power Co: Genes is; Bracket: Outreach Angle 90 Light: GEC / GEC 60 / Underground Gear: GOU GH / GL500 Minus Ignitor/70watt/SON Lamp: UNKNOWN / 70watt/SON-E (HPS)	5729 5729 5729 5729
16	R	154	Pole Spunlite: Pole No: L6264 Power Co: Genes is; Bracket: Outreach Angle 90 Light: GEC / GEC 60 / Underground Gear: General Electric Corporation / Typical for 2x30w fluores oent Lamp: UNKNOWN / TLD 30watt/33x2 tubes	5728 5728 60323

EMERGENCY

Repairs made: Pole Gear Light (Lantern) Other
 Date: _____
 Bracket Lamp (Bulb)

Comments: _____

—SLM 2003/Build 65.0087— End of Report Source: (F:\FullDispatchRep)

Page 1 of 1

NOTE: With **Full Report** selected, the report will show a number of Poles in the vicinity of the location details entered. If there is a direct match between the location entered and the data *Most Likely* will be printed alongside the Pole.

The **Summary** selection lists the same Dispatches but with just the Dispatch information.

CJN Technologies Limited
Palmerston North

User: Guy
Printed: Friday, 25 July 2003 11:33

Page: 1

Dispatch Summary Report

For New Dispatches - Ordered by Date Entered, Street Lighting 2002/2003

Dispatch	Call Entered	Location	Contact / Phone
1246	25/07/2003 11:32	ALTON PL (19) HOKOWHITU	1 Dean Anderson / 3478989 Council
	Feature: Fault: Planned Work		
1245	25/07/2003 11:30	BIRMINGHAMST (66)	Neil Brown / 3458609 Public call
	Feature: Fault: Lamp Out		
1244	25/07/2003 11:27	12 BIRMINGHAMST (66)	Miro Joan / 3069034 Consultant
	Feature: Fault: Lamp Out		

3 dispatches printed

—SLM 2003/Build 85.0087— End of Report —Source: (fSumDispatchRpt)—

Page 1 of 1

Once you've made your selection, click **Preview** to see what the report will look like or **Print** to print it directly. Click **Close** when you are done. Either or both types of reports can be printed at the same time.

- 4 When you return to the Dispatch Entry window, you'll see the Dispatches that had a status of **Entered** have now changed to **Dispatched**, and the date and time they were dispatched also recorded.

For the other printing options available on this window, see Dispatch Printing Options (on page 97).

Completing Dispatches

A Dispatch is completed when the required maintenance is done and the asset is working. If your crew have seen to the problem, you need to complete the Dispatch in RAMM Street Lights, update the asset/s repaired or replaced, and link the work done to a Claim line.

► To Complete a Dispatch

1 Open the Dispatch Entry window and select the Dispatch you wish to complete.

2 Select **Actions > Complete Dispatch** from the menu

-OR-

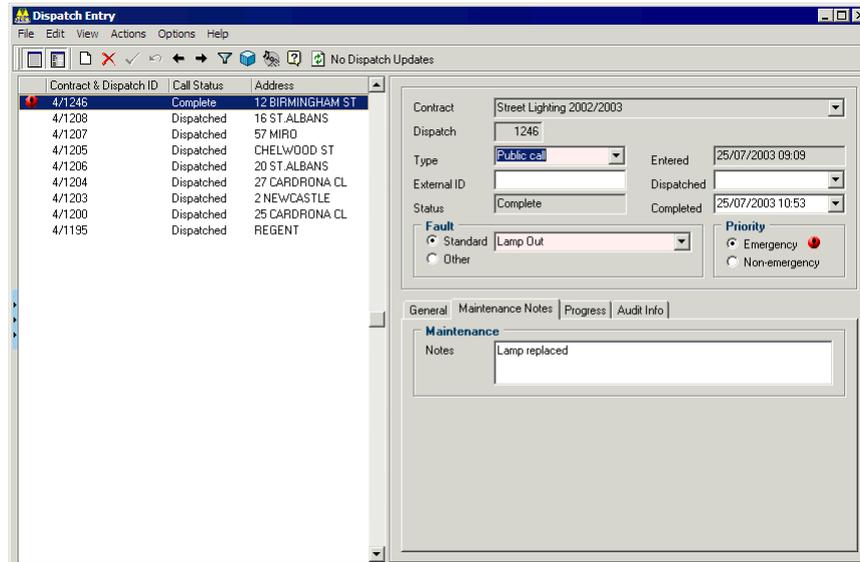
Use the key combination CTRL + O.

3 RAMM Street Lights asks you to confirm your action. Click **OK** to proceed. It may also warn you if the Dispatch is still flagged as *Entered*.

NOTE: Dispatches do not have to be printed before they are completed.

4 The Call Status in the List Panel will change to *Complete* and you'll be taken to the **Maintenance Notes** tab to add notes. These maintenance notes will show on the Dispatch Summary Report for completed Dispatches- see Dispatch Summary Report (on page 238).

NOTE: The *Completed* date of the Dispatch will default to the current date, but should be changed to reflect the actual date of completion. Click the drop-down arrow ▾ on the Completed field to bring up a Date Picker to do this. It's important to have the correct Completed date as this date is used to calculate response times. The Completed date is used as the *replaced date / install date* on the new asset(s).



- 5 Click the **Save** button to complete the Dispatch and proceed to the Street Lights window to update the assets that have been repaired or replaced as part of this Dispatch.

Replace Asset

You may need to update the asset register to reflect the actual repairs made by the crew.

The Street Lights window will be opened and a filter applied, using the road and house number information from the completed Dispatch. See Filters (on page 139) for more information.

NOTE: The Update Asset option on the Contract Details window (see "Contract Details" on page 55) must be ticked to enable you to replace an asset as part of the Dispatch completion process. See Updating Assets (on page 124).

You can also specify that asset replacement is mandatory or optional for the Light, Gear and Lamp - see Enforcement (on page 170).

You also have control over which combinations of assets are available when going through the replacement process - see Allowed Items (on page 174).

► To Replace the Asset

- 1 Select the Pole that the work was carried out on in the List panel. You need to be absolutely sure to select the correct Pole, or you'll replace the wrong asset. This is where details like the Pole number and Pole ID will be crucial. See Database Options (on page 166).
- 2 Click the tab for the asset you wish to replace.
- 3 Click the **Replace Asset**  button on the toolbar.
- 4 Choose a replacement reason from the drop-down list and click **OK**.

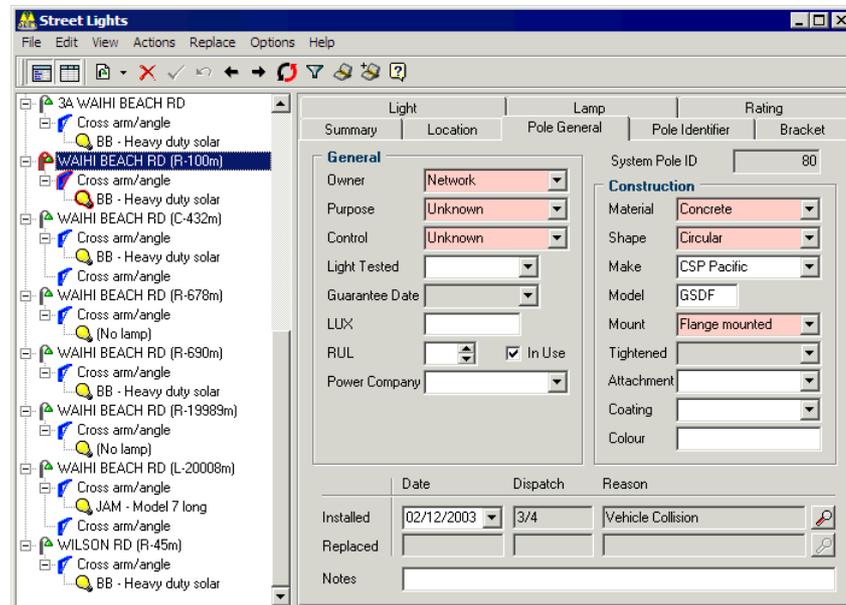


If you don't have Replacement Reasons to choose from, you can click the  button to set them up.

The date will default to the Completed date.

For more information, see Replacement Reasons (on page 183).

- 5 Choose the replacement Make and Model from the relevant list on the asset tab.



If you don't have Makes and Models to choose from, see Maintenance (on page 171).

- 6 **Save**  the replaced asset. The *Date*, *Dispatch* and *Reason* fields in the *Replaced* row will be updated.
- 7 Repeat steps 3 through 6 as needed.
- 8 Close the window. When you have finished replacing the assets RAMM Street Lights will automatically take you to Claims to claim for the repairs that were carried out in order to get the asset working. See Claims (on page 157).

Your replacement has now been recorded in history, and will be available for the relevant reports and analyses. See Replacing Street Light Assets (on page 125) for more information.

Claim Lines

RAMM Street Lights takes you into the **Claims** module as part of the Dispatch completion process. If you choose not to continue, you can always manually enter the Claims window by selecting **Actions > Claim Lines** from the Dispatch Entry window menu.

Claim lines represent each part of the work done to repair the asset and are created based on the list of Schedule Items set up for the contract. This is equivalent to the amount the Network Owner will be charged for the work. Claim lines are grouped together under a Claim header. Each Claim header reflects a claim period, for example monthly, or fortnightly. See Claims (on page 157).

Claim lines can only be created for completed Dispatches. As many Claim lines as required can be entered during this process. Each Claim line is linked to a scheduled item in the contract.

By default, the Claim Lines window shows you only the Detail panel. If you wish to view multiple Claims, click the List panel button  on the toolbar- see Toolbar Buttons (on page 45).

Contract No.4558 - Citywide Claim No: 23

File Edit View Actions Options Help

Claim | Dispatch Details

Dispatch ID: 8678

Item Number: Miscellaneous (12.1)

Quantity	Units	Rate/Unit	Claim Amount
1.00	hrs	\$50.00	\$50.00

Crew Name: [Dropdown]

Contract Claims: Callout

Account Section: [Dropdown]

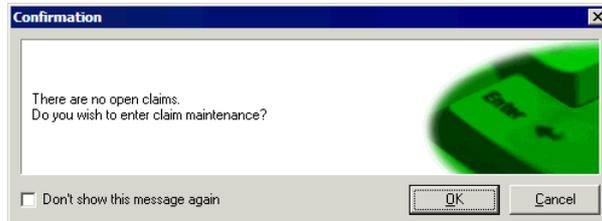
Hold from payment

Claim Owner: Local Authority

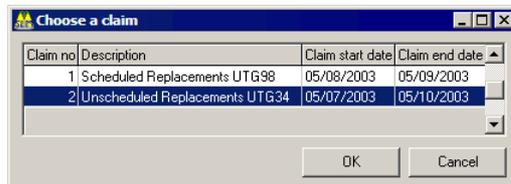
Notes: Flickering lamp reported, when inspected OK- callout charge only

A Claim line must be linked to a Claim header so that the amount can be presented to the Network Owner. By default the new Claim line will be added to the currently open header.

If there is no Claim open, you will be prompted to create one.



On the other hand, if there is more than one Claim open, you will be prompted to select it from a list.



In both cases, all lines being entered for this Dispatch will be linked to this Claim. For more information, see Claims (on page 157).

► **To Enter a Claim Line**

- 1 Item.** Select the Schedule Item that corresponds to the fault that has been fixed. This is the reference for the Claim line. By default, the Quantity, Units and Rate/Unit are carried across from the item definition. The Claim Amount = Quantity x Rate. If one of these values is altered, the other values will be updated.

NOTE: To view all Dispatches with more than a specific number of Claims per Dispatch, see Auditing (on page 240).

- 2** Where there is some problem about a specific Claim, the Claim line can be flagged **Held from Payment** on the Claim tab, and the Claim line will not appear in a Claim. The Claim line can be reinstated at a later date and then presented for payment.
- 3** Claim group codes can be selected on the Claim tab. These will be available to you if you have set Claim Groups 1 and 2 to Optional or Required in RAMM Street Lights Options (on page 165).

NOTE: The Owner details will automatically come through from the asset that is being replaced.

- 4** You can also enter **Notes** if necessary.

- 5 **Dispatch Details.** This tab shows details from the Dispatch, which are useful when viewing the Claim line from the Claims window (see "Claims" on page 157).
- 6 **Save** each item. You can continue to enter Claim lines, and close the window when you're finished.

NOTE: You can enter as many Claim lines as you need - in this window you're in auto-insert mode, so you can keep adding Claim lines.

When all lines have been entered, close this window. You will be returned to the Dispatch Entry window, and you will see that the Dispatch Call Status in the List panel will now show as *Complete*.

This Dispatch is now complete, and you can move on to the next one.

Other Regular Tasks

There are other tasks in RAMM Street Lights that you need to perform at regular intervals in addition to daily tasks (on page 67). These can be weekly, monthly, quarterly, or at predefined intervals.

Below are some regular tasks and an indication of how often they are performed.

- **Patrols** (on page 153). Your Patrols are your "eyes and ears" on the street, and you need to ensure that Patrols are being conducted regularly and efficiently. If they are, the Dispatches you enter will mainly originate from Patrols rather than from other sources (the public, staff etc). The frequency of Patrols will be stated in the contract.
- **Claims** (on page 157). Claims need to be presented to the Network Owner regularly to ensure that the work flows smoothly and that you make and receive payments on time. Presenting and completing Claims are covered in a separate section, and are generally done every month.
- **Data Transfer** (on page 204). The Street Light database is the master list of the Street Lighting assets. At regular intervals the data should be returned to the Network Owner / Council (unless you're using the live database on the RAMM Hosting Service). This is done using the Data Transfer module.

Concluding the Contract

Unloading Data - Installed Versions of RAMM Street Lights only

At the end of your Contract, once all Dispatches have been concluded and payments collected, you need to transfer your database to that of the Network Owner / Council or Consultant so that their records are complete. This should be done even if you know that the next contract will also be awarded to you.

Closing the Contract in RAMM Street Lights

On completion of the contract, select **Maintenance > Contract Details** from the main RAMM Street Lights window to close the contract. Choose the appropriate option below.

- *RAMM Hosting customers:* select **Actions > Close Contract** from the menu. After this has been done, no new Dispatches or Claims can be entered.
- *Installed Versions of RAMM Street Lights:* select **Actions > Complete and Unload** from the menu. This will take you to the Data Transfer window, where you can then proceed to unload the database for the Network Owner / Council and close the contract as well. See Data Transfer (on page 204) for more information.

Dispatches

This section describes actions related to Dispatches.

A Dispatch is created for each call taken or problem raised with regard to a fault on the Street Light network. Each Dispatch is entered under a contract name and allocated a unique system generated number. Details of the person reporting the problem, the date and time of the call, and a description of the problem are all logged.

IN THIS CHAPTER

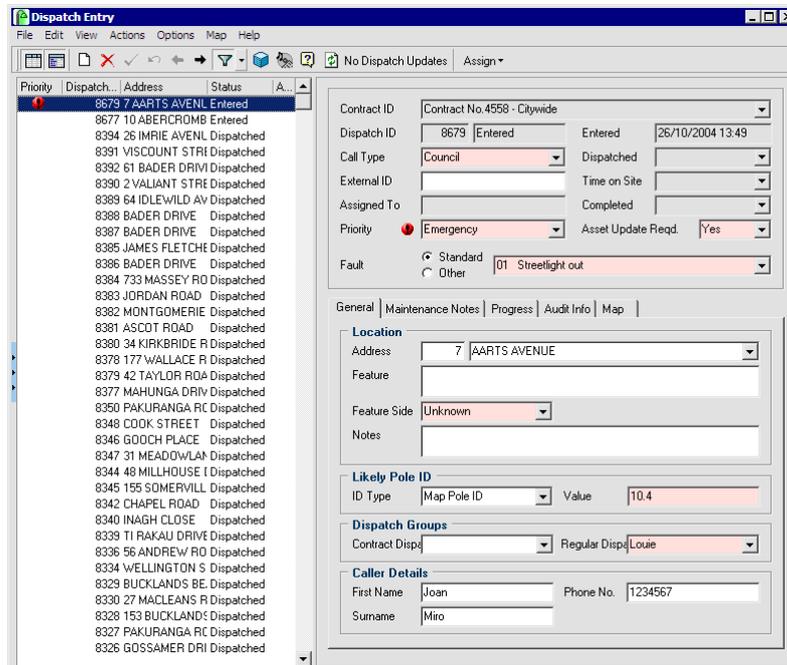
Dispatch Entry Window.....	84
General Information	86
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Dispatch Entry Window

You can access the **Dispatch Entry** window directly by clicking the button highlighted by the mouse arrow below, or by selecting **Actions > Dispatch Entry** from the main Ramm Street Lights window.



The Dispatch Entry window opens.



If you are at the beginning of a contract and haven't entered any Dispatches, you won't see any Dispatch information. For an introduction to entering new Dispatches, see Dispatch Entry (on page 68). By default it shows you only the

Dispatches with a Call Status of *Entered*, *Dispatched* or *Loaded Data*, though you can use the Filter button  to change what you see here. See Filters (on page 139) for more information.

-  **Dispatch Update.** When you are in the Dispatch Entry window, if this button shows **Refresh Dispatches** instead of **No Dispatch Updates** as above, you have new Dispatches via email from your Network Owner (see "Receiving Loaded Dispatches" on page 107). Click the button to refresh the Dispatch list in the List panel.
-  **Assign Dispatch.** This button assigns the selected Dispatch to *Anyone* or a name in the drop-down list. The list is maintained in Contract Specific Staff Permissions (on page 295).
- **Contract ID.** Since every Dispatch is linked to a contract, that's what you see at the upper right hand of the Detail panel. If you have more than one contract active you'll be able to select a different contract to associate the Dispatch with from the drop-down list. For more information, go to Setting Up a Contract (on page 55).
- **Dispatch ID.** The Dispatch ID is generated by RAMM Street Lights, and is the unique identifier of a job within a contract once it has been entered into RAMM Street Lights.
- **External ID.** This field allows you to enter a reference to another system, such as the system of origin. Some Network Owners have their own fault logging systems, dealing with problems not necessarily confined to Street Lights. References to these faults can be any combination of numbers or letters up to a maximum of 10 characters - for example, *267025A106*. You can then use the Filter to search for an External ID or ID range, return to this Dispatch, view what work was done and how much was claimed on it.

The external ID will be automatically entered if received via email.

- **Call Type.** This field is related to the **Panel 4 - Caller Details** field below, and refers to the person who reported the problem- for example a Routine Patrol, a member of the Public, or a Staff member. See Call Types (on page 52) for more information.
- **Fault.** This can be selected from a Standard list, or by clicking **Other**, a unique fault entry can be made. See Fault Categories (on page 54) for more information.

NOTE: All coloured fields are mandatory.

General Information

This section describes the panels on the Dispatch Entry window **General** tab. Except for the Location Panel all other panels are optional. They will be visible depending on the Options you've selected, the Dispatch Groups you've set up, and the Call type.

The screenshot shows the 'General' tab of a software interface with the following fields:

- Location Panel:**
 - Address: 111 BEACH ROAD
 - Feature: Near Switchbox
 - Feature Side: Not applicable
 - Notes: Check Earthing
- Likely Pole ID Panel:**
 - ID Type: Unknown
 - Value: (empty field)
- Dispatch Groups Panel:**
 - MCC Streetlight: Upgrade
 - Regular Dispa: Routine Maintenance
- Patrol Details Panel:**
 - Area: Albany
 - Start: 17/12/2003 14:43:00 - 17/01/2004 14:44:00

- Panel 1 - Location.** You can enter details about the physical location of the fault in this field. The **Address** field can include a house number and road name, where the road name can be entered or selected from the list. **Feature** relates to an obvious landmark in the vicinity, and you can also specify a **Feature Side**. Use **Notes** for any extra comments e.g. "the dog bites" or "pole believed to be live". All of this information is printed on the Dispatch Form (see "Dispatch Printing Options" on page 97).
- Panel 2 - Likely Pole ID.** This panel enables a direct reference to a Pole to be entered and will be visible if you've made any selection other than *Not Applicable* on the **Pole Link** field of the Options window (see "Database Options" on page 166). If a road has been entered in the location panel, a check will be made to ensure that the referenced Pole exists on the road and if not return an error. If a road hasn't been specified, the road that corresponds with the Pole ID will be shown.
- Panel 3 - Dispatch Groups.** This panel will be available to you if you have set up any Dispatch Groups and made them active. To configure the drop-down lists, see Contract Groups (on page 58) and Optional Grouping (on page 192).
- Panel 4 - [Caller/Patrol/Other] Details.** This panel corresponds to and expands on the *Call Type* which has been selected in the Dispatch Entry window (on page 84). For example, if Patrols is selected as the call type, this panel will contain further options to enter Patrol details, and you will be able to select a Patrol

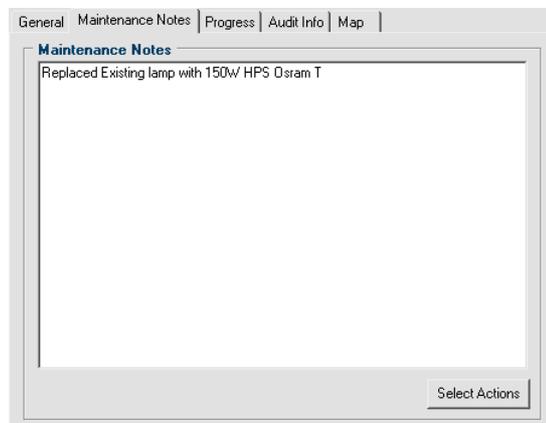
from the list available. Alternatively, the call type may be classified as *Caller* or *Other*, in which case this panel will be labelled *Caller Details* or *Other Details*. If so, enter details about the caller or company representative responsible for the call. A caller might call back, and if the contact name(s) are entered correctly then this information can be filtered on. See Call Types (on page 52) for more information.

NOTE: Be consistent with the use of upper and lower case when entering names.

Maintenance Notes

The **Maintenance Notes** tab of the Dispatch Entry window allows you attach notes related to completing a Dispatch.

These notes can either be free-form, entered by simply typing in the window as below, or selected from the *Maintenance Note Actions* entered into the Contract Details window (see "Contract Details" on page 55).

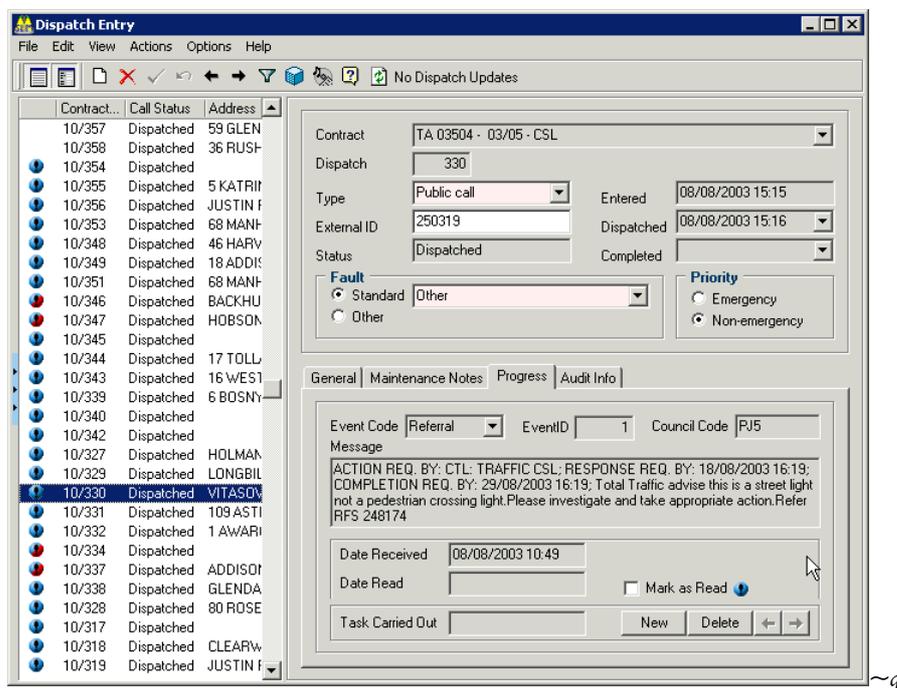


Click the **Select Actions** button to bring up a dialog that will allow you to select a Maintenance Note Action to append to any notes already in the window.

These notes can then be included on the Dispatch Summary Report (on page 238).

Progress

Progress details about a job are displayed on the **Progress** tab of the Dispatch Entry window. In the example below we've also shown you the full window to demonstrate how the List panel indicates the presence of progress records.



They consist of an optional user-defined *Event Code*, *Event ID*, and *Logname* (which is available if this Dispatch was sent from a Network Owner / Council Call Centre). The message itself is the only field which is mandatory.

There are two ways in which progress records can be created. Both apply only to Contractors.

- 1 A progress record may be created during the automatic creation of a Dispatch from data included in the email from the Network Owner or their Call Centre - see Automatic Dispatches (on page 100).

The existence and status of the record will be indicated by an icon in the List panel.

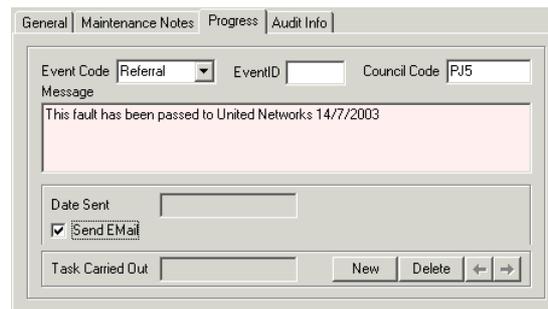
-  Unread progress record
-  Read progress record

-  Unread emergency progress record
-  Read emergency progress record

Tick the **Mark as Read** box when you have read the progress information, and the icon will change accordingly.

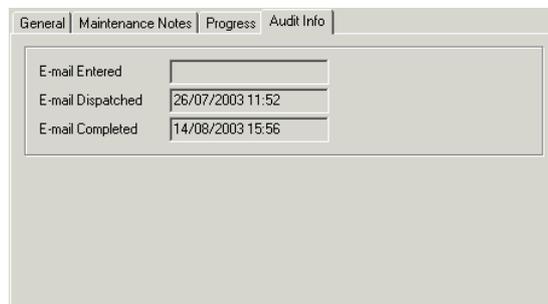
- 2 You may enter progress records yourself on this tab by clicking the **New** button at the bottom right of the tab. These records may be for your own information (as a 'progress note'), or for sending progress messages back to the Network Owner. (The latter option is only possible for Dispatches that were originally created automatically from emails).

If you wish to send progress information, you must click the **Send Email** box after entering the message (see below). This way the Network Owner can be informed that the problem has been passed on to the electricity supplier or that you're waiting for repair / replacement parts.



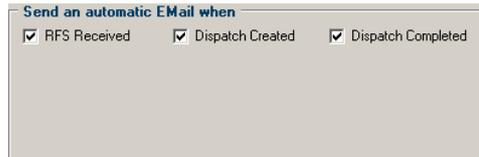
Audit Info

The **Audit Info** tab of the Dispatch Entry window Detail panel will be shown only if you have enabled sending and receiving by email.



E-mail Entered	
E-mail Dispatched	26/07/2003 11:52
E-mail Completed	14/08/2003 15:56

The information you see is generated from automatic emails, and enabled by the following selections on the **Email** tab in Email Options window:



See Email Options (on page 101).

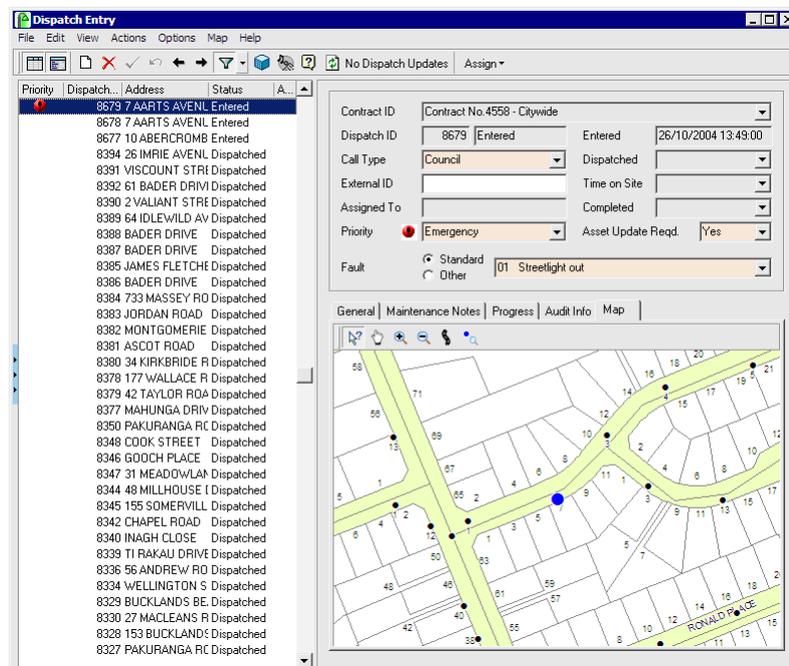
Any or either of these options can be selected.

In each case, the relevant date (of entry, dispatch and/or completion) will be shown on the **Audit Info** tab.

Map

The **Map** tab of the Dispatch Entry window shows you the location of the job related to the selected Dispatch.

NOTE: To use Mapping (on page 245) you need to purchase the appropriate licences - for more information, contact us (see "Contacting CJN Technologies Ltd" on page 23).



The location is indicated by the blue dot. If no Pole ID or address is linked to the Dispatch, the Map will zoom to the relevant road.

If you've purchased the relevant Staff Tracker and Pocket SLIM licenses, you will also be able to see the location and movements of the maintenance crew responsible for attending to the job. ~a

Below are brief descriptions of the Map tab toolbar controls. For more details, see Mapping (on page 245).

-  Query.
-  Pan.

-  **Zoom in.**
-  **Zoom out.**
-  **Go to Road.**
-  **Locate Selected Dispatch.** This control is to locate the selected Dispatch on the map, after you've changed the view by zooming or panning so that the Dispatch is no longer visible.

Actions Menu

Select **Actions** from the Dispatch Entry window menu to access a number of Dispatch related tasks.

Actions for Dispatches that have a Call Status of *Entered* or *Dispatched*:

- **Complete Dispatch** (see "Completing Dispatches" on page 75). You'll use this option to complete the Dispatch and enter a Claim line when all required maintenance work has been done.
- **Transfer Dispatch** (on page 93). This option is used if more than one call is logged for the same fault.
- **No Further Action** (on page 95). Occasionally, you may wish to select this option to manually close a Dispatch if no further action on it is required.

Claim and Street Light related actions:

- **Claim Lines** (on page 79). This option enables you to manually enter a Claim line if there are existing Claim lines for the Dispatch- these will be shown when this window opens.

NOTE: Claim lines that have appeared on a Claim cannot be pre-dated or closed.

- **Street Lights** (on page 111). This option takes you into the Street Lights window. It applies a filter to the Dispatch data, using the house number and roadnames from the currently selected Dispatch, and generates a list for all the assets in the vicinity. This option is available for all Dispatches except those with a status of *Loaded Data*.

The **Email**, **Email Options**, **Load Dispatches / Events**, **Dispatch Auto Process** and **Enter Loaded Dispatch** options are available only to Contractors, and are described in Automatic Dispatches (on page 100).

Other actions on this menu are reporting and analysis related.

- **Dispatch Analysis.** This brings up the Decision Cube (on page 217) where standard groupings (for example *Call Type*, *Fault*) are available for obtaining performance statistics. An overview Dispatch analysis is also available by selecting **Reporting > Contract Management > Dispatch Analysis** from the main RAMM Street Lights window.
- **Printing Dispatches** (see "Dispatch Printing Options" on page 97).
- **Work Performed Report.** This shows details of the work carried out in the process of completing a Dispatch.

Transfer Dispatch

When two calls are received about the same fault, this option allows the calls to be linked so that only one Dispatch printout is produced.

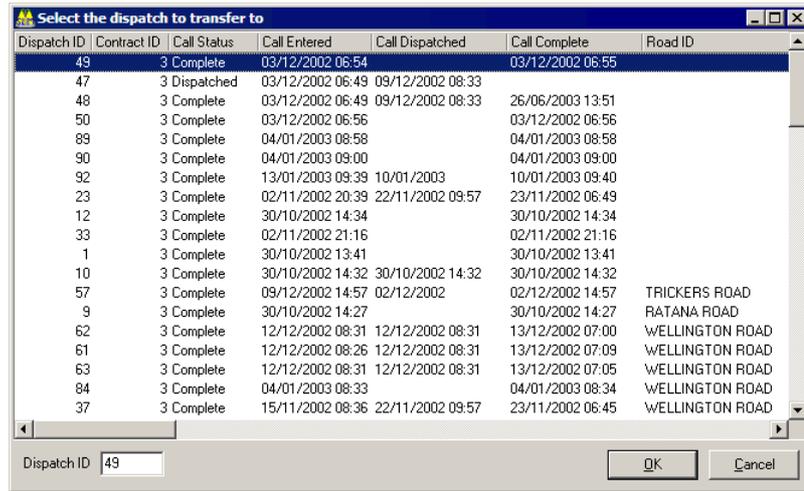
It's important that all calls are logged in the database - it takes the same time to handle a call even if it is about a known problem. This option is designed to allow for this and avoid confusing crews with duplicate Dispatch forms.

CAUTION: Don't transfer a Dispatch that already has work recorded against it. Always transfer a blank Dispatch to the main Dispatch. Also, completed Dispatches should not be transferred - link the new Dispatch to the completed one.

► To Transfer a Dispatch

- 1 In the Dispatch Entry window, select the Dispatch you wish to transfer.

2 Select **Actions > Transfer Dispatch** to bring up a list of all Dispatches.



NOTE: If the list is too large, you can limit it to 30 days by selecting **Options > Limit Transfer List (30 days)** from the Dispatch Entry window menu.

- 3 You can now select the Dispatch to transfer to (the Dispatch that duplicates the one you've currently selected in the Dispatch Entry window List panel). Click **OK**.
- 4 RAMM Street Lights will show you a confirmation screen identifying the two respective Dispatch numbers. Click **OK** to continue.
- 5 The Dispatch that was transferred will now show Transferred in the List panel. (If you do not see it, you need to select **Options > Clear Filter** to clear the default filter and view all Dispatches). When viewing the Dispatch that has been transferred, you can view the other Dispatch by clicking the **Transferred To** button in the upper right of the Detail panel.

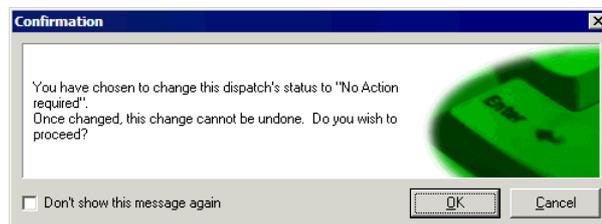


No Further Action

Occasionally situations arise where even though a problem has been reported and a Dispatch entered, no further action is required.

In the Dispatch Entry window, select **Actions > No Further Action**.

The user is prompted to confirm this selection:



The call will remain logged in the system, but as no work was carried out and no Claims were made, no action was taken. The status will be shown as *No Action Required*, and the *Completed* date will be set to the current date.

Change Contract

You can change the contract for a particular Dispatch if necessary. This is only applicable if there is more than one open contract in the database and the Dispatch is not complete.

The Dispatch will be given a new Dispatch ID.

► To Change the Contract

- 1 Select the Dispatch.
- 2 Select **Actions > Change Contract** from the Dispatch Entry window menu.



- 3 Choose the contract to switch to from the drop-down list.
- 4 RAMM Street Lights will ask for confirmation for this action, and return you to the Dispatch Entry window once it is completed.

Options Menu

Select **Options** on the Dispatch Entry window menu for a number of options for sorting and viewing Dispatches. The Dispatch Entry window is filtered by default - see Filters (on page 139) for more information and advanced options for filters.

- **Show Unread Progress.** Selecting this option includes Dispatches which have unread progress records, in addition to the filtered items, in the List panel. See Progress (on page 88) for more information.
- **Show Contract No. in List.** This allows you to see the contract number alongside the Dispatch number in the List panel. This is useful if the Dispatches in the list belong to more than one contract. It's shown in the List panel in the format *Contract ID/Dispatch ID*.
- **Show Address in List.** This option, if selected, will show the house number and road name in the List panel.
- **Show Claim Total Message.** Selecting this option will bring up a message box showing the Claim total at the end of the asset replacement and Claim generation process.
- **Limit Transfer List (30 days).** This option is to limit the list of Dispatches shown when choosing to transfer a Dispatch. Selecting it will restrict the list to those that were entered within the last 30 days.
- **Limit Patrol List (3 months).** This option limits the list of Patrols available on the Detail panel when Patrol has been selected as the call type. It shows only those Patrols that were begun within the last three months.

These options allow you to personalise the way RAMM Street Lights works for you. When you leave the Dispatch window, your current settings are saved so they can be reapplied when you next open the Dispatch Entry window. This saves you having to set up everything again.

Dispatch Printing Options

This section discusses the various options on the **Print Dispatches** window. For a quick introduction to printing Dispatches for your maintenance crew, see **Printing Dispatches** (on page 71).

- **New.** Prints all those Dispatches which have been entered into the system, and have a status of Entered. If the **Update printed/exported dispatch status to 'Dispatched'** option is ticked (default), the call status of these Dispatches, once printed, will show as *Dispatched*. The Dispatch forms can now be handed to the crew so that the repairs can be done.
- **Completed.** Prints those Dispatches with a status of Completed between the dates selected. By default RAMM Street Lights will show a date range for a complete month.

You can also further specify a response time (in days) taken to complete a Dispatch, or all completed but unclaimed Dispatches.

Response Time > 0 days
 Unclaimed Dispatches Only

- **Outstanding.** Prints those Dispatches that have previously been printed but have not been completed. This option also brings up a date range, as above.

Outstanding Dispatches will be printed with the word COPY on them to indicate that they have been printed more than once.

- **All.** Prints all Dispatches for the chosen contract within an entered period (date range shows as above).
- **List.** Prints those Dispatches that are shown on the left hand display panel as a result of the chosen filter.
- **Selected.** Prints only the current Dispatch. While in the Display Entry window CTRL + B has the same result.
- **Claims.** Prints those Dispatches associated with a specific Claim number. Claim lines can only be printed for a completed Dispatches. Selecting this option brings up a drop-down list from which you can select a Claim Header.

Dispatch
 New
 Completed
 Outstanding
 All
 List
 Selected
 Claims Claim Header No. [dropdown]
 Loaded data

- **Loaded Data.** Prints those Dispatches which have been created automatically from emails, and still have a status of Loaded Data. A date range is available for this options also.

NOTE: When entering a date range, ensure that the start date is prior to the end date.

Report Formats

Report Selection
 Full Report One dispatch per page
 Summary Multiple dispatches per page
 Include Claim Lines
 Include Notes
 Include Progress Notes

Two report formats are available :

- **Full Report** - one Dispatch per page, giving asset specifications, giving Poles located up to 10 house numbers away on either side of the entered location, depending on the range specified in Tolerances (on page 169).
- **Summary** - multiple Dispatches per page, giving a brief description only. Further options here include the printing of *Claim Lines* and any *Notes* pertaining to the Dispatch.

Either or both may be selected, depending on which initial selections have been made.

Order By



A selection box titled "Order By" with a list of radio button options:

- Date Entered
- Dispatch ID
- External ID
- Fault Type
- Response Time
- Suburb

This box allows you to select the printing order according to the options listed.

Automatic Dispatches

Receiving Emails and Converting Them Into Dispatches

RAMM Street Lights can interface directly with a service call centre, and Dispatch information can be sent via e-mail between the two systems in a predetermined format (see "Email Layout Types" on page 104). This section covers the process of setting up the software for this purpose, and the options available (see "Email Options" on page 101).

Once the e-mail has been successfully received and converted a Dispatch is created. It is then added to the list of Dispatches in the Dispatch Entry window list panel with the status *Loaded Data* (see "Receiving Loaded Dispatches" on page 107) to distinguish it from manually entered Dispatches.

Error Correction

In the event of incorrect or incomplete data being sent in the e-mail, you can set up defaults to override these errors. In the case of more serious errors, however, the email data will not be converted. You'll be able to save and / or print out the email containing the errors and process them manually.

Flexibility of Operation

You have a certain amount of flexibility with regard to how the system is used. For example, once the basic options have been set up, it can be set to be completely automatic (you don't need to initiate email connections or be involved in converting the data if it is valid). Alternatively, you may prefer to view the Dispatch after the initial processing has been done to edit or add data before the Dispatch is added to the database. You can also choose if and when the email connection is established to retrieve the emails.

Creating Dispatches from Other Sources

A further option enables you to read a file into the RAMM Street Lights system even if it may have come from another source (for example from a Patrol), as long as it matches one of the specified email layout types.

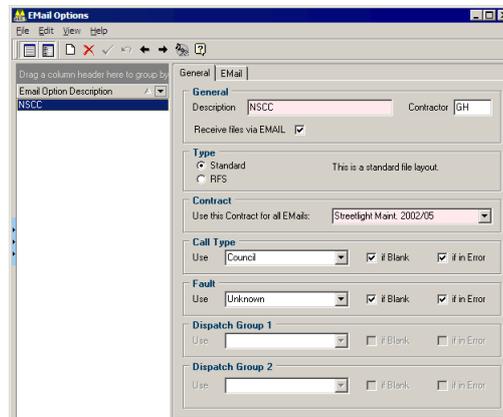
Dispatch Related Events

You can enter information about the progress of a job in the relevant window on the Dispatch, and have this automatically emailed to the Network Owner. Communications of this nature are named *events*, and can have unique IDs. See Progress (on page 88). The Network Owner can also send additional information about the job to you via events- you'll be notified on the Dispatch Entry window that there are new events to view. Events cannot change the status of a Dispatch

(for example, re-open a completed Dispatch). All events are stored in the *progress* table.

Email Options

This section describes how to set up RAMM Street Lights to receive emails, and what defaults apply to the Dispatches generated from those emails.



► To Send and Receive Files via Email

- 1 From the main RAMM Street Lights window, select **Actions > Email Options**

-OR-

In the Dispatch Entry window, select **Actions > Email Options**.

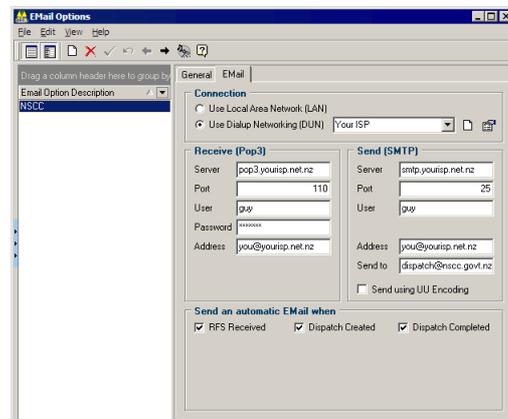
- 2 Set the layout **Type**. The **Standard** layout is the default. The **RFS** layout was designed specifically to meet the needs of Waitakere City Council. For details of how the emails should report the information, see **Email Layout Types** below.
- 3 Tick **Receive files via Email** to activate this facility. If you don't tick this option, you will only be able to load Dispatches and progress records from text files which have been saved on your computer. See Automatic Dispatches (on page 100) for a full description of both of these options.
- 4 In the Description field, enter a descriptive name for the Email Options record, followed by an optional three character code identifying the Contractor who will be using this facility.
- 5 Select the **Contract** that the emails will be linked with from the drop-down list.
- 6 When the emails are processed into Dispatches, there are some fields that are required information. The fields in the panels below the Contract panel are to

set the defaults for this information, and under which conditions they will apply.

You can select the **Call Type** and **Fault**. Ticking **If Blank** will enter the information only if the corresponding field in the email is blank, and ticking **If In Error** will enter the information only if the corresponding field in the email is incorrect.

If the relevant **Required** switches have been set in Contract Groups (on page 58), the panels below these fields will also be activated to enable you to set **If Blank** and **If In Error** defaults for them.

- 7 Connection Settings.** The **Email** tab contains the settings for the type of connection you have to email and the Internet, and allow you to enter information such as passwords, mail server addresses etc. You may need to talk to your Network Administrator (if you're using a Local Area Network or LAN) or your Internet Service Provider (if you're using a stand-alone computer that you connect to the Internet for email and web services using a modem). You can also contact us (see "Contacting CJNI Technologies Ltd" on page 23) if you need help on these settings.



Here's a brief description of the sections you see on the Email tab in the image above:

The *Connection* section is where you choose how you connect to the Internet.

- **Use Local Area Network (LAN).** Select this option if your computer is on an office network.
- **Use Dialup Networking (DUN).** Select this option if you use a modem to connect to email and the Internet via an Internet Service Provider (ISP). You should already have a connection available for selection from the drop-down list - if not, you will need to get the relevant information below from your ISP and set it up by clicking the **Add Dialup Networking Connection**  button.

The following sections contain settings that you need if you selected Use Dialup Networking (DUN).

- **Receive (POP3) and Send (SMTP) Server** settings. Typically they are *pop3.yourisp.net.nz* and *smtp.yourisp.net.nz* - sometimes both receive and send servers have the same address, such as *mail.yourisp.net.nz*.
- **Port.** It's very rarely that the port settings change from 110 to receive and 25 to send - don't change these unless specifically instructed.
- **User.** You will definitely need a username to receive email - in rare cases you also require a username to send email. Enter the username/s here, and remember they are usually case sensitive.
- **Password.** Enter your password - it should also be case sensitive.
- **Receive Address.** This is your email address for receiving email Dispatches from the Network Owner / Council.
- **Send Address.** This is optional, and is simply an alternative email address for replies to the automatic emails you send (see below). The **Send to** field is very important - here you'll enter the email address at the Network Owner that the automatic emails (see below) will go to.
- The option to **Send using UU Encoding** is a specific email format. Don't select this unless specifically instructed.

The panel at the bottom chooses which functions in RAMM Street Lights will *Send an automatic Email when* they are selected. You should consult the Network Owner on when they would like to receive automatic emails from your system.

Email Layout Types

This topic describes the fields needed for the Standard and RFS layout types to be able to receive emailed Dispatches.

You can use any pipe (|) delimited text file.

Standard Layout

Most Network Owners use the standard layout for email Dispatches. The fields you can include are listed below- the only mandatory fields are *Road Name* and *Notes*.

Field	Remarks / Instructions
<i>Contract ID</i>	
<i>Call Type</i>	
<i>Fault Type</i>	
<i>External ID</i>	
<i>Priority</i>	
<i>House No.</i>	
<i>Road Name</i>	Mandatory Field
<i>Caller first name</i>	
<i>Caller surname</i>	
<i>Caller phone no.</i>	
<i>Feature side</i>	
<i>Feature description</i>	
<i>Likely Pole ID</i>	
<i>Dispatch Group 1</i>	
<i>Dispatch Group 2</i>	
<i>Notes</i>	Mandatory Field

RFS Layout

The RFS layout is much more detailed. It is currently used only by the Waitakere Council, and has the ability to interface directly with their Call Centre. Fields are as below:

Field	Remarks / Instructions
<i>RFS Number</i>	Prefixed number with "RFS "
<i>Transmitted</i>	Date and Time, format- dd/mm/yyyy 99:99
<i>RFS Type</i>	For example- L01
<i>RFS Type Description</i>	
<i>RFS Received</i>	Date and Time, format- dd/mm/yyyy 99:99
<i>Action required by</i>	Officer Code
<i>Action required by</i>	Officer Name
<i>Priority</i>	<i>Normal</i> or <i>Emergency</i> only
<i>Property code</i>	
<i>Property Owner's name</i>	
<i>Property address1</i>	For example- House number
<i>Property address2</i>	For example- Street name
<i>Property address3</i>	For example- Suburb
<i>Property address4</i>	For example- City
<i>Complainant code</i>	
<i>Complainant's first name</i>	
<i>Complainant's surname</i>	
<i>Complainants address1</i>	For example- House number
<i>Complainants address2</i>	For example- Street name

<i>Complainants address3</i>	For example- Suburb
<i>Complainants address4</i>	For example- City
<i>Complainants ph nos: pvt</i>	
<i>Complainants ph nos: bus</i>	
<i>Complainants ph nos: mobile</i>	
<i>Enquiry details</i>	RFS details, 1 - 80 Char
<i>Enquiry details</i>	RFS details, 1 - 80 Char
<i>Enquiry details</i>	RFS details, 1 - 80 Char
<i>Response by</i>	Date and Time, format- dd/mm/yyyy 99:99
<i>Completion by</i>	Date and Time, format- dd/mm/yyyy 99:99
<i>Latest event number</i>	
<i>Latest event code</i>	For example- RP, CC
<i>Latest event description: line 1</i>	Max 80 Characters
<i>Latest event description: line 2</i>	Max 80 Characters
<i>Latest event description: line 3</i>	Max 80 Characters
<i>Latest event description: line 4</i>	Max 80 Characters
<i>Latest event description: line 5</i>	Max 80 Characters
<i>Latest event description: line 6</i>	Max 80 Characters
<i>Latest event description: line 7</i>	Max 80 Characters

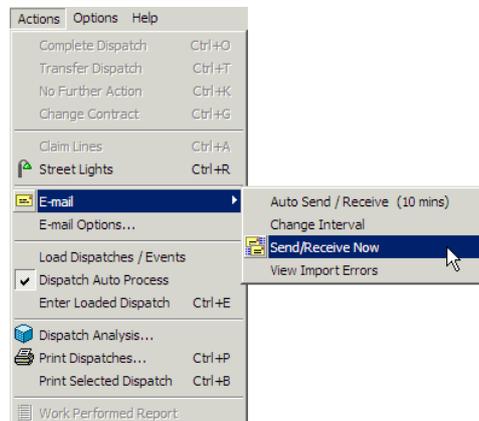
<i>Latest event description: line 8</i>	Max 80 Characters
<i>Handling Officer Code</i>	For example- CC7

Receiving Loaded Dispatches

This section describes the process of receiving emailed Dispatches in the Dispatch Entry window.

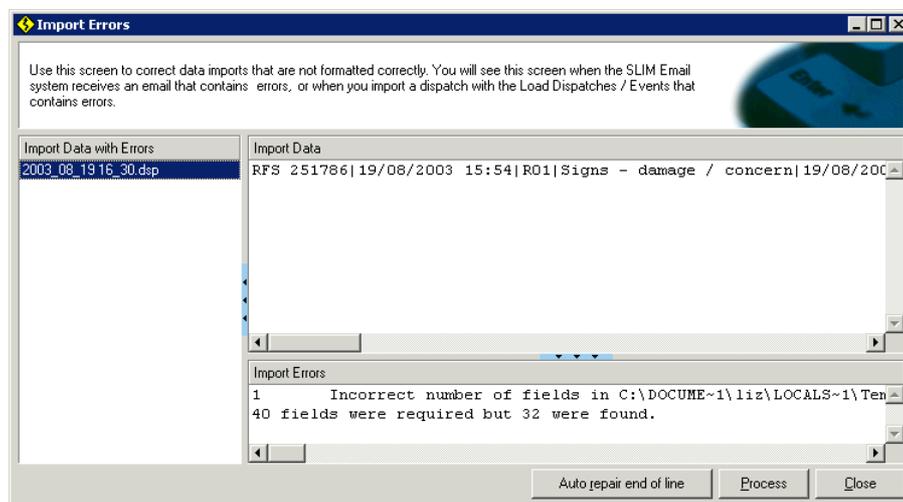
NOTE: For information on setting up and activating the receiving of emailed Dispatches see Email Options (on page 101). For information on the formats you should use to create Dispatches from emails, see Email Layout types (on page 104).

The frequency of the emails and options for automatic sending and receiving can be configured from the **Actions > Email** menu.



- **Auto Send/Receive.** In the image above this is currently inactive - clicking on this option will show a tick next to the option to indicate its status. When this is ticked, sending and receiving email will occur automatically at preselected intervals.
- **Change Interval.** The interval for automatic sending and receiving is originally set at 10 minutes, but can be changed.

- **Send/Receive now.** The email check can also be initiated manually as required by selecting **Send/Receive Now**. This option is available only if Auto Send/Receive is turned off.
- **View Import Errors.** If the format of the email is incorrect or data corruption occurs for any reason, the resulting errors can be viewed here. If any errors are found in the incoming data, an error message will explain that errors have been found. You can correct the errors using the correction screen.



Once they are corrected, the emails will be reprocessed.

NOTE: If errors are found in incoming data, a Dispatch will not be created for this data until it has been corrected and successfully input.

When the email check is finished and new Dispatches have been received, the Dispatch Update button  No Dispatch Updates on the Dispatch Entry window toolbar will alert the user by showing the caption **Refresh Dispatches** in red. When this button is pressed, the window will be updated to show the new Dispatches which have been received. See Toolbar Buttons (on page 45) for more information.

Other Actions

- **Load Dispatches / Events.** This option allows you to manually load a Dispatch or Event from a *.emd* file.
- **Dispatch Auto Process.** If selected (ticked), this option will automatically change the status of the Dispatch from *Loaded Data* to *Entered*. The **Enter Loaded Dispatch** option is to manually change the status of a Dispatch from *Loaded Data* to *Entered*. See Changing Call Status on Loaded Dispatches (on page 109).

Confirming the Road Name on Loaded Dispatches

When an email or text file has been successfully received and processed, a Dispatch will be produced and will appear in the Dispatch Entry window List panel.

This type of Dispatch is entered into RAMM Street Lights with a status of *Loaded Data*, to distinguish it from a manually entered Dispatch.

When RAMM Street Lights receives a Loaded Dispatch it will attempt to populate the house number and road name from the emailed description. Where it is successful, this information will show in the Dispatch.

If the road name is blank, however, this means that a corresponding road name could not be determined. This could be because the road name was spelt wrong, is a road that is not yet in the database or that there were too many road names to choose from.

For example, the emailed location details may read *10 West Coast*. Possible selections in the roadnames table are *West Coast Road*, *West Coast Street*, and *West Coast Place*. The software cannot determine which road is the correct one, and so will not assign a road name automatically.

At this point, therefore, it's very important that you select the correct road from the list manually. Select the correct road and save the Dispatch. Choosing the correct road will help when it comes to completing the Dispatch, and is also crucial for filtering by road names.

Changing Call Status on Loaded Dispatches

Once you've viewed the data entered into RAMM Street Lights via the automatic process, and you're satisfied that everything is correct, you should change the status of the Dispatch from *Loaded Data* to *Entered*.

To do this select the Dispatch in the List panel and then select **Actions > Enter Loaded Dispatch** from the menu

-OR-

CTRL+E on your keyboard.

You can also configure RAMM Street Lights to do this automatically by selecting **Actions > Dispatch Auto Process**, in which case all Automatic Dispatches will be created with a status of *Entered* directly.

Street Lights

This section describes the Street Lights window and the many actions you can perform within it for Street Light asset maintenance.

IN THIS CHAPTER

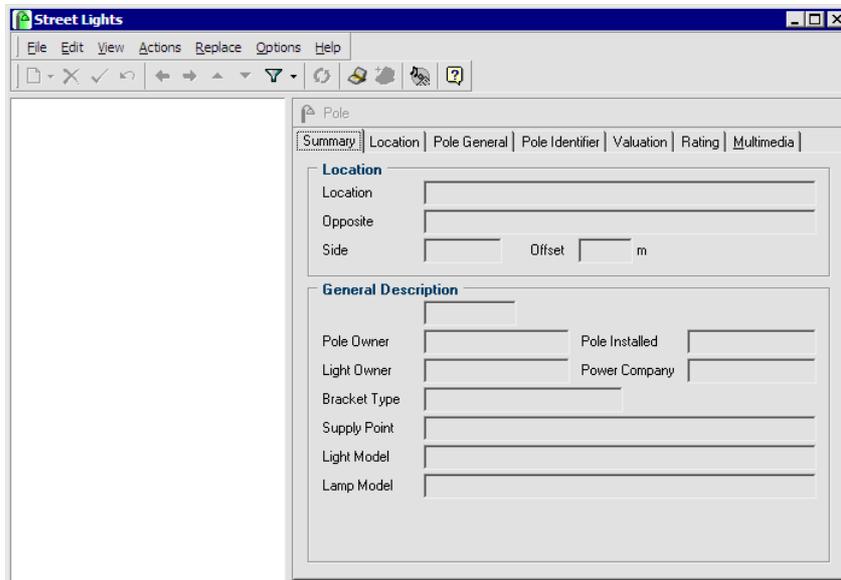
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Street Lights Window

On the main RAMM Street Lights window, click the Street Lights window launch button indicated by the mouse arrow below for direct entry into the Street Lights module.



At this point no information has been asked for, so the window will open empty.



You'll need to manually define a filter to bring up the roads you need and begin working with Street Lights.

The same window will show different information if launched from the Dispatch Entry window **Actions** menu. When you do so, a filter relevant to the Dispatch

you're processing will be applied automatically- this is to help you locate the road for the assets described in your Dispatch and work with them.

Viewing and Filtering Options for Street Lights

Click the **Filter**  button on the toolbar, define and apply your filter. See Filters (on page 139) for more information.

Once you've done so, the Street Lights window will show you the individual Street Lights in the List panel on the left, and the details for the selected Street Light on the various tabs of the Detail panel. Each Street Light also shows the assets attached to it in tree format. The location of the Street Light is generally shown as a combination of house number and road name, but if these are not available, the side of the road and the displacement will be used.

The **View** menu contains a number of options to find the asset you want as quickly as possible. **Auto Expand** is a key function - it will automatically expand the assets in the List panel. **Auto Collapse** is similar - as you select a different street, it will automatically collapse the previously expanded items.

Each tab contains information about the assets at the current location. You can navigate through the assets either by using the List panel to the left or the **Next Record**  and **Previous Record**  buttons on the toolbar (see "Toolbar Buttons" on page 45).

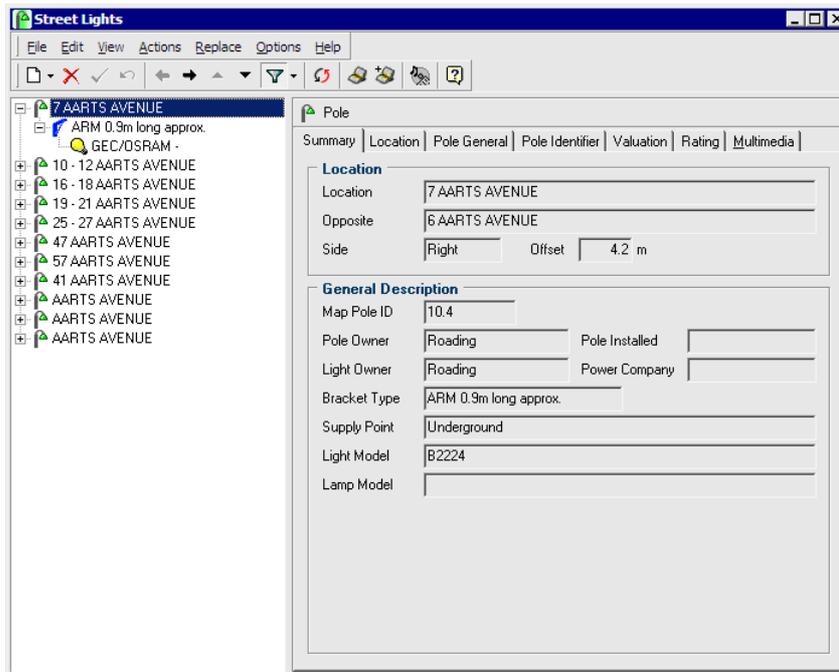
The tab that you select in the Detail panel will remain active as you move up and down the assets in the List panel. Selecting **Options > Show Data for Selected Node** will automatically switch tabs in the Detail panel to correspond with the asset selected in the List panel.

NOTE: Only current assets will be shown in the List panel. To see all replaced assets as well, select **Actions > Show Replaced Items** from the menu -OR- CTRL + R.

Summary Information

The **Summary** tab shows summary information for the current asset. You can't change any of this information - to update these values, go to the tab for the relevant asset and change it there.

It contains a summary of all the information in the separate asset tabs, presenting it in a readable but abbreviated format. As assets are replaced, history is generated. By default, this history is not shown- you can select **Options > Show Replaced Items** if you'd like the history to be visible. The tabs of the Detail panel correspond with the components of a Street Light. See Components of a Street Light (on page 36).



Location

The **Location** tab describes the Street Light location. Since all other assets are attached to the Pole, this is what you see in the List panel. You can view the other assets by clicking the **+** next to each Pole.

The screenshot shows the 'Street Lights' application window. On the left is a list of assets, including '2 AARTS AVENUE', 'ARM 0.9m long approx.', 'SYLVANIA - 70W HPS', and several other 'AARTS AVENUE' entries. The main panel is titled 'Pole' and has tabs for 'Summary', 'Location', 'Pole General', 'Pole Identifier', 'Valuation', 'Rating', and 'Multimedia'. The 'Location' tab is active, showing the following fields:

- Road Details:**
 - Roadname: AARTS AVENUE
 - Carriageway: ROWANDALE AVE - CRAMPTON PL (0 - 122m) LOCAL; MANUREWA; U
 - Location: 14 m Side: Left
 - Offset (Kerb): m Offset: 4.8 m Offset (LHS): 1.0 m
- House Numbers and Features:**
 - Same Side: 2 -
 - Opposite: 1 -
- Power Supply Points:**
 - Primary: AARTS AVENUE
 - Secondary: (empty)
- Intersects with Road:**
 - Roadname: (empty)
 - Carriageway: (empty)
 - Location: m Side: (empty)

You should enter as many details as possible. These details are reflected on the Dispatch, and the more comprehensive they are, the easier it will be for a maintenance crew to locate the Pole and carry out their work.

Street Lights on Intersections

A Street Light may be located at an intersection. Where it is located on the corner of two roads it may be viewed from either road. To allow for this, details of the intersecting road should be entered in the *Intersects with Road* panel on the **Location** tab.

Pole General

This tab defines descriptive features - for example, the **Material, Shape, Purpose** and **Make** of the Pole (see "Components of a Street Light" on page 36).

	Date	Dispatch	Reason
Installed			
Replaced			

Notes: RC/JB

For information on setting up the information available from the drop-down lists, see Pole Details (on page 179). You can also enter your own **Notes** or **LUX, Model** and **Colour** information.

To configure the **Coating** field, see Miscellaneous Definitions (on page 180).

NOTE: The *Dispatch* and *Reason* fields on the *Installed* and *Replaced* rows are dimmed. They will show details if a replacement has occurred. This information is updated automatically when completing a Dispatch.

Power Supply Points

To cater for situations where the power supply point may be remote to the Pole it serves, you can launch a separate, Pole specific, Power Supply Point maintenance window.

It can be accessed directly from the main RAMM Street Lights window **Actions** menu. Select **Actions > Power Supply Points**. It will open blank since it's filtered by default to show points for a specific Pole and at this stage no Pole is selected.

It can also be accessed from the Street Lights window (on page 112), by selecting a Pole and clicking the  button from the *Power Supply Points* section. This will show the power supply point for the selected Pole.

The Pole Location information shows on the window title bar.

You can now **Add**  a Power Supply Point record, and select other necessary details such as the **Photocell**, **Owner**, **Road ID** and **Side**. You can use the **History** tab to record an installation and replacement history.

You can also use the window toolbar to define whether the selected supply point is **Primary**  or **Secondary**  by clicking the relevant button. ~a

Cabling

The cabling connecting a remote power supply point (see "Power Supply Points" on page 117) and the Pole it serves is regarded as a separate asset, and has its own maintenance window. This is launched from **Actions > Cabling** in the main RAMM Street Lights main window.

The screenshot shows the 'Cabling' window with the following details:

- Power Supply Point:**
 - Primary: AARTS AVENUE
 - Secondary: (empty)
- Cable:**
 - Make: (empty dropdown)
 - Model: (empty dropdown)
 - Length: (empty text box) m
 - Cores: (empty spinner)
 - Sited: Underground
 - Cable ID: 1

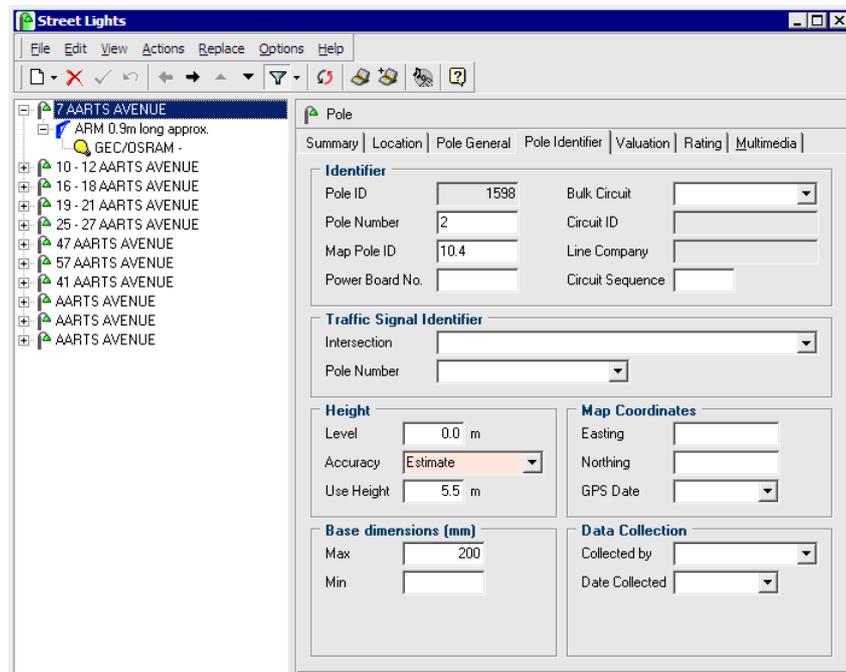
You'll be required to select the power supply point relevant to the cabling, and you can enter other details such as the **Make**, **Model**, **Length**, number of **Cores** and where it is **Sited**.

The **History** tab records *Installation* and *Replacement* information. The **Miscellaneous** tab records *Risk*, *Condition* and *Data Collection* information, and the **Valuation** tab is for *Asset Valuation* purposes.

~q info for Make and Model

Pole Identifier

This tab on the Street Lights window records details that identify the Pole.



The screenshot shows the 'Street Lights' application window with the 'Pole Identifier' tab selected. The left-hand tree view lists several 'AARTS AVENUE' locations, with '7 AARTS AVENUE' currently selected. The main panel displays the following fields and sections:

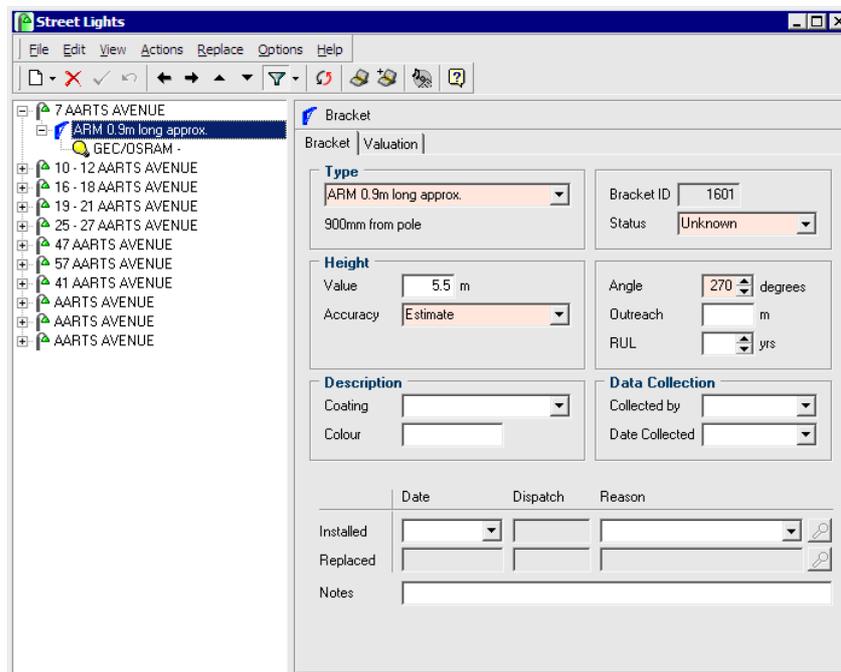
- Identifier:** Pole ID (1598), Pole Number (2), Map Pole ID (10.4), Power Board No. (empty), Bulk Circuit (dropdown), Circuit ID (empty), Line Company (empty), Circuit Sequence (empty).
- Traffic Signal Identifier:** Intersection (dropdown), Pole Number (dropdown).
- Height:** Level (0.0 m), Accuracy (Estimate dropdown), Use Height (5.5 m).
- Base dimensions (mm):** Max (200), Min (empty).
- Map Coordinates:** Easting (empty), Northing (empty), GPS Date (dropdown).
- Data Collection:** Collected by (dropdown), Date Collected (dropdown).

For more information on configuring the drop-down fields, see Miscellaneous Definitions (on page 180).

It is these identifying columns that can be used when entering the Likely Pole ID information (see "General Information" on page 86).

Bracket

The Bracket is the device that connects the supporting structure (Pole, building, etc) and the Light.



The height at which the Bracket is mounted can be entered, as well as the angle of the Bracket, which is measured in degrees clockwise from road forward direction.

When viewing a Bracket in the List view, the Bracket *Type* is shown.

The Type of Bracket can also be viewed in the List panel at left by expanding the details for each Pole.

For a Pole that has two Brackets, the first Bracket/Light combination will show in the list, and the next Bracket/Light combination will be listed next.

To configure the selections in the drop-down lists, see Miscellaneous Definitions (on page 180).

Light

This tab allows you to select Light **Make** and **Model** combinations.

The screenshot shows the 'Street Lights' application window. On the left is a tree view of street locations, with '7 AARTS AVENUE' selected. The main area is divided into several sections:

- Construction:** Make (Sylvania), Model (B2224), Owner (Roading), Light Shade (Unknown), Last Cleaned (empty), Tilt (degrees), RUL (yrs), Status (New).
- Supply Point:** Location (UG), Type (Underground), ICP Number (empty).
- Description:** Coating (empty), Colour (empty).
- Data Collection:** Collected by (empty), Date Collected (empty).
- History Table:**

	Date	Dispatch	Reason
Installed	13/07/1997	2/14213	Upgraded as Maintenance
Replaced			
Notes			

To configure the **Make**, **Model**, **Owner** and **Type** fields, see Light Models (on page 176).

To configure the **Coating** field, see Miscellaneous Definitions (on page 180).

You can also enter details about the owner of the Light here.

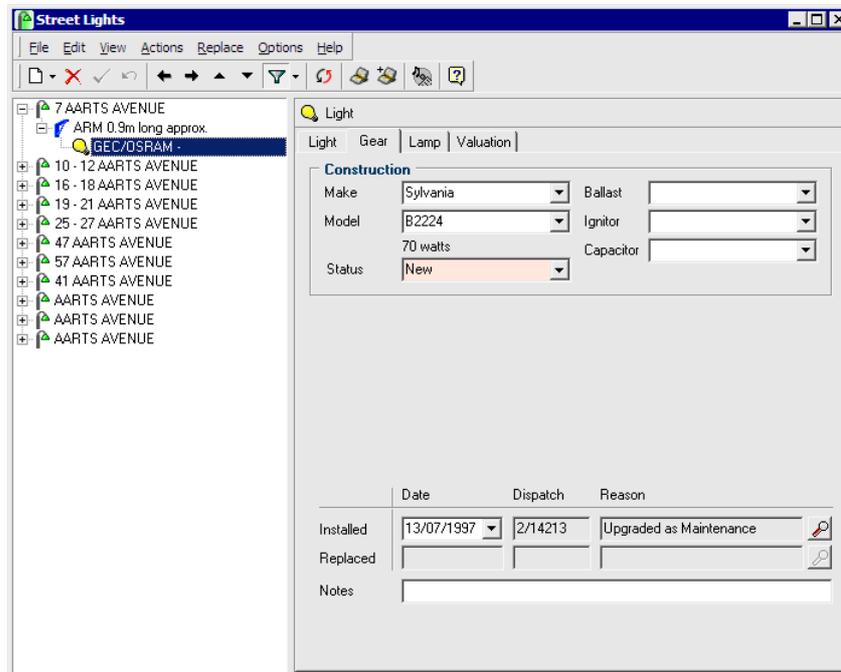
NOTE: The owner of the Pole is not always the owner of the Light.

The Supply Point **Type** is also required.

The entry in the list view is the Lamp manufacturer's code and the Model description.

Gear

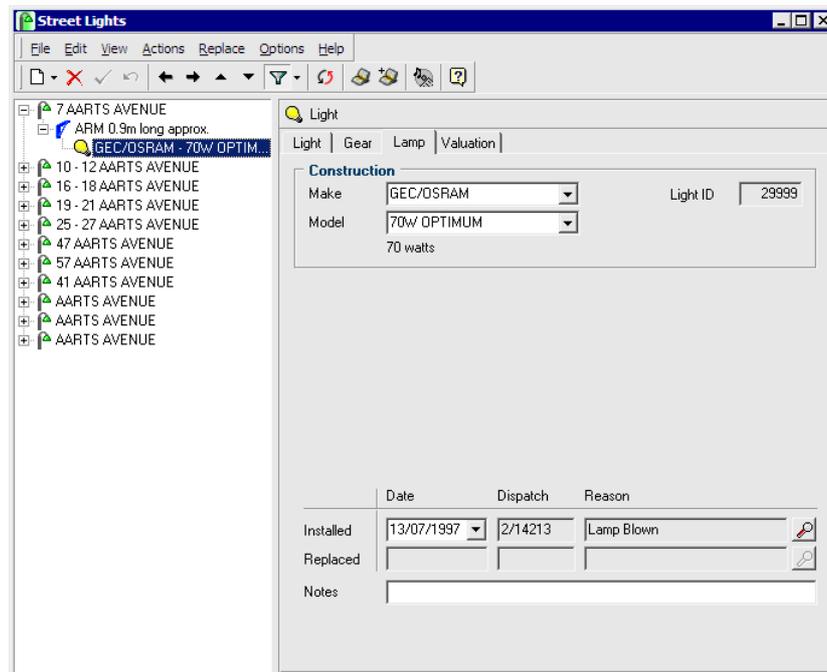
This tab allows you to select Make, Model, Ballast, Ignitor, Capacitor and other information for the Gear of the Street Light.



To configure the options available to you from the drop-down fields, and other details like the Gear Wattage (below the Model field) see Gear Models (on page 177).

Lamp

This tab contains information specific to the Lamp.

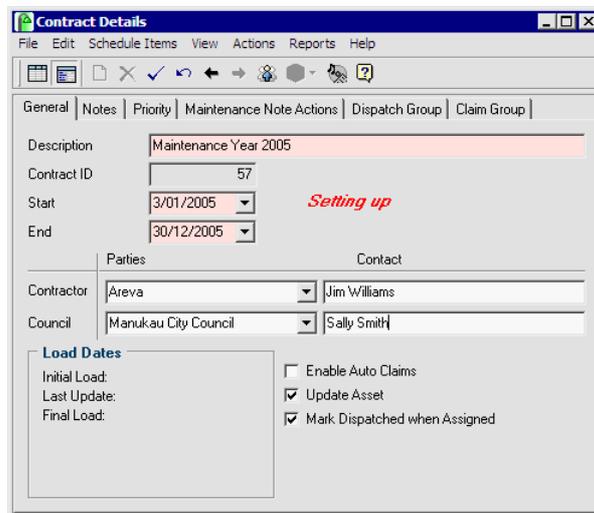


To configure the selections available in the drop-down lists, see Lamp Models (on page 178).

The wattage shown below the **Model** field is taken from the Lamp Make/Model combination entered in that window.

Updating Assets

The decision whether to update Street Light assets is made at the point of setting up the contract (see "Contract Details" on page 55).



In the Contract Details window (**Maintenance > Contract Details** from the main RAMM Street Lights menu) select the **Update Asset** option (see above) to enable the replacement of Street Light assets.

If this is unticked, when completing a Dispatch (see "Completing Dispatches" on page 75) you'll go straight on to the Claims window (see "Claim Lines" on page 79) without being prompted to replace assets.

This auto-skip facility cuts down on keying time and would only be applicable if as a Contractor you have won another contract which you are running on the database without updating asset data.

For example, you may have a Street Light maintenance contract and also a power company maintenance contract. On checking a reported fault, you may have also found and fixed a related wiring fault. Back at base, you would transfer the supposed Street Light from the Network Owner contract to the power company contract and complete the Dispatch without updating the data.

Replacing Street Light Assets

Street Light assets are replaced in the Street Lights window (on page 112) by clicking the **Replace Asset**  button on the toolbar.

NOTE: Replacing an asset is quite different from simply changing its details to correct an error. Replacing an asset has an impact on Claims and maintenance schedules, and should be done only when necessary.

When replacing assets, you need to be absolutely sure that you're replacing the correct asset in the database. This is where details like the Pole number and Pole ID will be crucial. See Database Options (on page 166).

Replacement History

Rather than simply replacing one asset with another, replacing assets in RAMM Street Lights involves 2 simultaneous actions: archiving the old asset, and adding the new asset.

When the asset is replaced, the replaced date defaults to the completed date on the relevant Dispatch. This is primarily to create a replacement history over time- a record of how often different assets and asset types are replaced and why. When analysed (see "Reporting" on page 215), this becomes a good indication of the failure of a particular asset, or an external factor such as a poorly positioned Pole.

For the same reason, it's also important to enter a reason for the replacement- for example vandalism, poor condition. These are set up in Replacement Reasons (on page 183).

Linked Replacements

The replacement dialog box has a context sensitive option to replace linked assets. For example, if you've selected the Pole to be replaced, you have the option to replace the Bracket and the Light as well since that's probably what you will need to do.



If you choose not to, the existing Bracket, Light, Gear and Lamp combination are transferred to the new Pole. RAMM Street Lights will also warn you if the change will have an impact on multiple assets, as in the screen above. For a detailed description of the replacement procedure, see Replace Asset (on page 77).

Bulk Replacement of Assets

The Bulk Replace option is useful, for example, when you want to replace all the Lamps on a given street.

You can select a number of assets and then update them with the same details.

► To Bulk Replace Assets

- 1 In the Street Lights window select **Replace > Bulk Replace**  to access this option. The Bulk Replace screen is populated from the current list of assets so it's important to apply the correct filter.
- 2 Enable updating in the respective *Light*, *Gear* and *Lamp* panels, and specify the replacement items from the drop-down lists.
- 3 Enter a replacement date (the current date is default) and a replacement reason.

- 4 Select the Street Lights on the network that will be updated in the Select Lights to Replace panel.

Either click the **Tick All** button  and then deselect each asset you don't want replaced

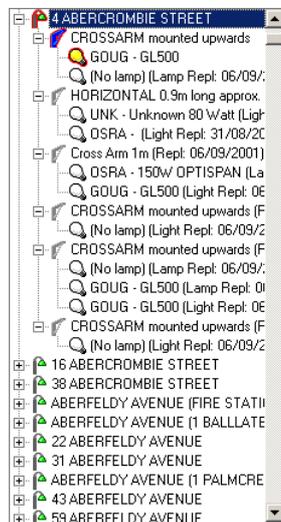
-OR-

Click the **Tick None** button  and then select each asset you want replaced.

- 5 Click **Apply** to replace the assets.
- 6 RAMM Street Lights will ask you to confirm your selection. Click **OK**.
- 7 RAMM Street Lights will inform you when the replacement is complete and return you to the Street Lights window.

NOTE: Once an asset has been replaced, its details cannot be updated.

A replaced item shows in the List panel of the Street Lights window as greyed (dimmed), to indicate that it is non-operational as below. To view replaced items, you may need to select **Options > Show Replaced Items** from the menu bar.



Rapid Entry Profiles

Entering Street Light assets into RAMM Street Lights is made quick and easy with the help of Rapid Entry Profiles.

Before commencing work in this window you need to define and set them up. This can be done two ways:

- You can set them up from the relevant Maintenance window. See Maintaining Rapid Entry Profiles below.
- Profiles can also be created from the Street Lights window, using the **Create Profile** option under the **Actions** menu item. This profile will be created using the current values, but where multiple Lights are attached to a Bracket, only the definition of the first Light will be stored.

Numerous profiles can be created, each with a unique description which can then be selected from the list and linked with a road. The majority of the data will come from the selected profile, but you will be required to key in unique data such as **Road name, Location, Side** and **House numbers**.

NOTE: Coloured fields are mandatory.

Maintaining Rapid Entry Profiles

A Rapid Entry Profile is a template consisting of default values for Poles, Brackets and Lights. Each profile defines a unique arrangement of Pole, Bracket(s) and Light(s), and is known by a unique description.

Since this requires that the asset properties be available for selection, you may need to set them up in Maintenance (on page 171) before they can be included in profiles here.

► To Set Up Rapid Entry Profiles

TIP: You can also select **Edit > Duplicate** from the menu to duplicate an existing profile, edit the asset settings and then save the profile under a new name. See *Duplicating Entries* (on page 172) for more information.

- 1 Enter the relevant information on the Pole tab.

The screenshot shows the 'Rapid Entry Profiles' dialog box with the 'Pole' tab selected. The 'Description' field contains '11.0m GP 3mDR GL600 150watt'. The 'Pole' tab is active, showing fields for Owner (Roading), Purpose (Lighting unit), Control (RELAY), Material (STEEL), Power Co. (Genesis), Shape (OCTAGONAL), Mount (GROUND PLANT), Make (CSP Pacific), Model (P717), Coating (Galvanised), Colour, Height Level (11.0 m), Accuracy (Measured), and Useable (m). The 'Bracket' and 'Light' tabs are also visible.

- 2 Enter the relevant information on the Bracket tab.

The screenshot shows the 'Rapid Entry Profiles' dialog box with the 'Bracket' tab selected. The 'Description' field contains '11.0m GP 3mDR GL600 150watt'. The 'Bracket' tab is active, showing fields for Count (1), Type (3m Curved Outreach), Angle (0 degrees), and Outreach (3.0 m). The 'Height' section shows Value (11.0 m) and Accuracy (Measured). The 'Description' section shows Colour and Coating (Galvanised).

NOTE: The *Count* field on the Bracket tab should reflect the total number of Brackets on the Pole.

- 3 Enter the relevant information on the Light tab.

Description: 11.0m GP 3mDR GL600 150watt

Pole | Bracket | **Light**

Count: 1 | Owner: Roading

Tilt: 15 degrees | Supply Point: Underground

	Make	Model
Light	Gough	GL600 150 watt HPS
Gear	GOUUGH	GL600 150watt/SON-T
Lamp	High Pressure Sodium	150

Description

Colour: []

Coating: Galvanised

Gear Components

Ballast: []

Ignitor: []

Capacitor: []

NOTE: The *Count* field on the Light tab should reflect the total number of lights on a *Bracket*.

- 4 **Save** each profile, and close the window when you are done.

Creating a Rapid Entry Profile from the Selected Asset

Rapid Entry Profiles can also be set up from an existing asset.

► To Create a Rapid Entry Profile from the Selected Asset

- 1 In the Street Lights window (on page 112), select the Pole or asset from which you wish to create the profile.

- 2 Select **Actions > Create Profile** from the menu.

NOTE: The profile created in this instance will use the current values for the Pole, Bracket and Light, but where multiple Lights are attached to a Bracket, only the definition of the first Light will be stored.

- 3 Make any changes you wish to the profile on either of the three tabs (Pole, Bracket or Light).
- 4 Give the profile a name.
- 5 **Save** the profile and close the window when you are done. It will now be available from in Street Light Rapid Entry Profiles window.

Entering Street Lights with Rapid Entry Profiles

Once you've set up your Rapid Entry Profiles, it's easy to enter your Street Lights. This is particularly important when Building a Street Light Inventory (on page 297).

► To Use Rapid Entry Profiles to Enter Street Lights

- 1 In the main RAMM Street Lights window, select **Actions > Street Light Rapid Entry** from the menu.

- 2 Click the **Add Record** button .
- 3 Select the **Profile** you want to use.
- 4 Enter the **Road ID** or select it from the list.
- 5 Enter the **Location**- this must exist within the dimensions of the road.
- 6 Enter the **Side**. The **Offset** will default to 0, unless another value is entered.
- 7 Pole-specific information can also be entered (**Pole no**, **Map Pole ID** etc). You will be able to modify some of the data specified in the profile, if you wish to.

- 8 The Bracket and Light data will default to the number of Brackets and Lights specified in the relevant profile.
- 9 Clicking the **Street Light** button in the Location section will take you to the Street Lights window, and show the current asset.



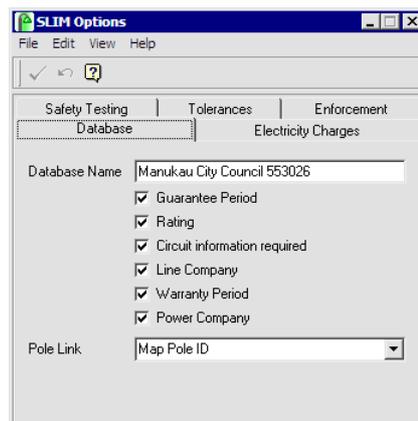
If required, further changes can be made on the Street Lights window. On closing it, you will return to the Street Light Rapid Entry window.

NOTE: If Rating has been selected in the RAMM Street Lights Options window (see "Database Options" on page 166), a **Rating** tab will also be visible on which you will be able to select asset ratings. See Rating Categories (on page 187) for more information.

Rating in RAMM Street Lights

The rating of assets is optional.

If you wish to use rating categories, select **Actions > Options** from the main RAMM Street Lights menu and tick **Rating** on the **Database** tab (see "Database Options" on page 166).



You will then need to set up rating categories (on page 187).

The **Rating** tab will then be made available in the Street Lights window:

Summary	Location	Pole General	Pole Identifier	Bracket
Light		Gear	Lamp	Rating
Bracket		Excellent, (no work required)		3/11/1999
Rating Notes				
Lantern		Excellent, (no work required)		3/11/1999
Rating Notes				
Pole		Good, (minor work may be req)		3/11/1999
Rating Notes				

The rating information will also be printed at the bottom of the Dispatch form.

NOTE: You can turn off the Rating Notes fields for each rating category under **Options > Show Rating Notes** from the Street Lights window menu.

Asset Valuation in RAMM Street Lights

Asset Valuation in RAMM Street Lights helps you compare the expected performance of a Street Light asset with its actual performance.

The Asset Valuation tabs are only available for Consultants and Network Owners. The information on them is *view-only*. For all main Asset Valuation processing, see the *RAMM Asset Valuation* guide.

NOTE: If Asset Valuation is enabled when a Data Transfer takes place, RAMM Street Lights is smart enough to sense this and tries to preserve these values on existing assets.

Street Light Report

The Street Light report shows you an inventory of your Street Lights, with options to include different levels of detail.

► To Generate the Street Lights Report

- 1 In the Street Lights window, select **Actions > Street Light Report** from the menu.
- 2 Select your **Street Light Report Options**.

If you choose **Detailed**, a number of other options will be activated.

- From the Selection panel if you choose Current Pole Only, the report will print only the current Pole/Bracket/Light combination that is currently selected in the Street Light list.
- If you choose All Poles in the List, this will print details for all of the Pole/Bracket/Light combinations currently showing in the Street Lights window.

NOTE: If you have activated the option **Street Lights > Options > Show Replaced Items**, the replaced items will also be printed.

If you choose **Summary** as the Report Type, the Detail Options will be deactivated.

- 3 Click **Preview** or **Print**, or **Close** to return to the Street Lights window.



Map Auto Update Options

Select **Options > Map Auto Update Options** in the Street Lights window to configure these options. They allow you to choose whether RAMM road IDs and displacements will be updated automatically when you change Eastings and Northings, and vice versa.

When you're using Mapping (on page 245), you'll naturally want to view your Street Light assets on the map. Whenever the map information gets out of date (for example, you may replace a Pole and move its location, or you may put in new Poles as a result of a subdivision) you would wish to update the map as well.

You can update the map manually or automatically. These options configure how the updating happens, if you choose to allow RAMM Street Lights to update the map automatically.

For more information, see [Map Auto Update Options](#) (see "Updating RAMM from the Map, and the Map from RAMM" on page 282).

Filters

This section describes working with filters.

Filters help you find the data you're looking for quickly. You'll use a database filter to narrow down the amount of information that is retrieved from the database and sent from the server to your computer. You're only sending the information you need across your network, which increases speed and reduces network traffic. This is especially important if you're using the RAMM Hosting service.

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Filters in RAMM and RAMM Street Lights

Filters are common to RAMM and RAMM Street Lights. RAMM uses two types of filters - *database filters* and *grid filters*. RAMM Street Lights uses only database filters.

Filters in RAMM Street Lights

In RAMM Street Lights, database filters are used for a number of purposes.

- They are automatically applied to the Dispatch Entry and Street Lights windows to show you relevant information only, though you can change the filtering conditions if you wish.

NOTE: If you've set the Street Lights window to *Show Replaced Items*, the filters will do so also (see "Viewing and Filtering Options for Street Lights" on page 113). For example, filtering for *Type A* items will in this case also show all *Type B* items that have replaced former *Type A* items.

- You can define complex combinations of conditions that involve many different database tables and columns- for example, *all wooden Poles with 250w Lights*, or *all ground planted Poles with an outreach greater than or equal to 2m and 70w HPS Lamps*.
- You can save database filters (see "Saving Filters" on page 149). The saved filters are specific to the window they're being used in.
- A specific type of Filter is available within the Decision Cube to help cut down unnecessary Cube clutter and save your Cube layout. See Decision Cube Filter (on page 221) for more information.

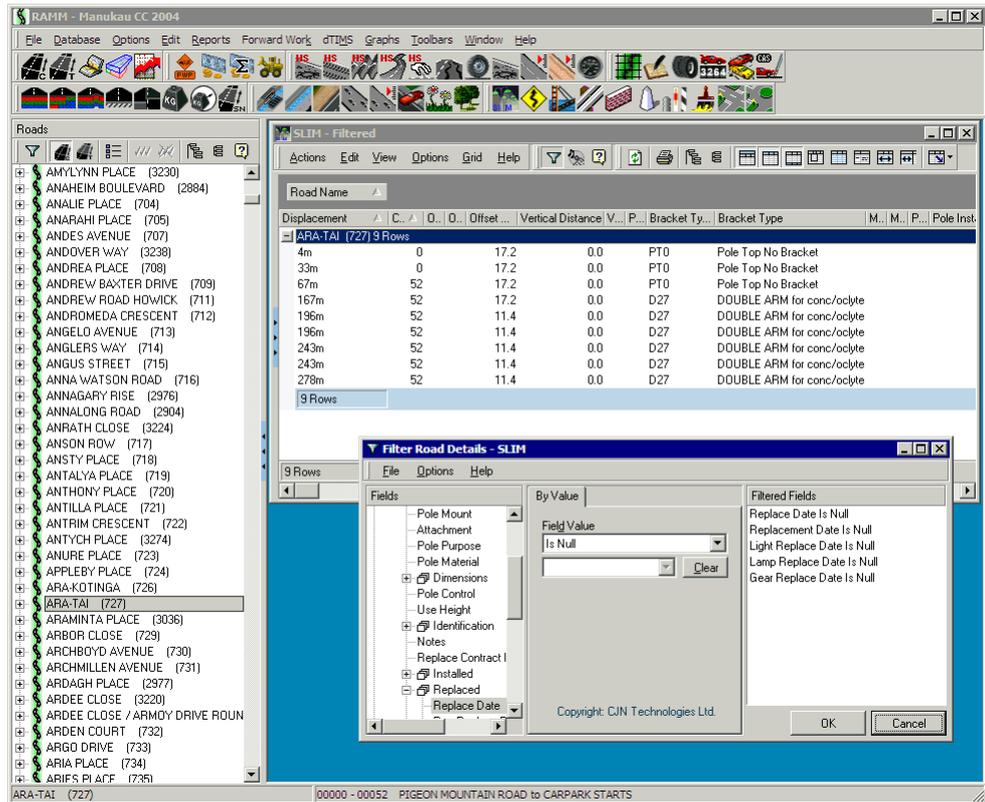
Filters in RAMM

RAMM uses filters for similar purposes to RAMM Street Lights, and most RAMM detail windows are also filtered by default to show you the *Latest* data.

You can also launch RAMM Street Lights from the RAMM main window toolbar, but the window you see is filtered by default using a database filter to ensure that you see *only* those Street Lights where the Light, Gear and Lamp have *not* been replaced.

CAUTION: Don't edit the filter criteria to clear the default filtered fields (see image below) unless you specifically wish to *view all historical replacements* in RAMM Street Lights.

As the image shows, the way RAMM reports Street Light assets in the standard Grid window is different. RAMM shows the assets in numbered rows, whereas the Street Lights window (on page 112) arranges the assets in a tree format to show how the assets are linked.



For more information on grid filters, see the *Using RAMM* manual.

Filter Window

To launch the filter, click the **Filter** button  on the toolbar of the Dispatch Entry or Street Lights window

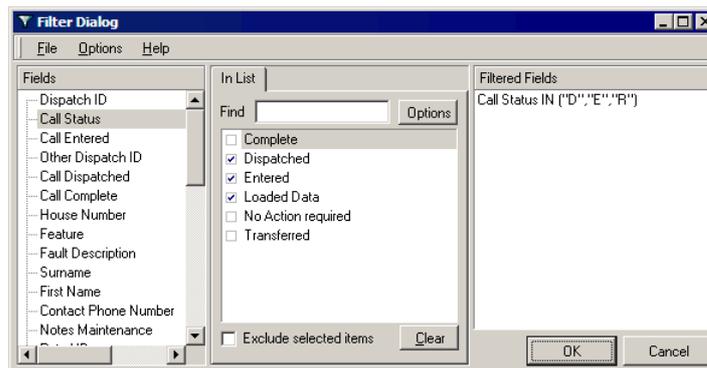
-OR-

Selecting **Options > Edit Filter** from the menu

-OR-

Use the key combination CTRL+F.

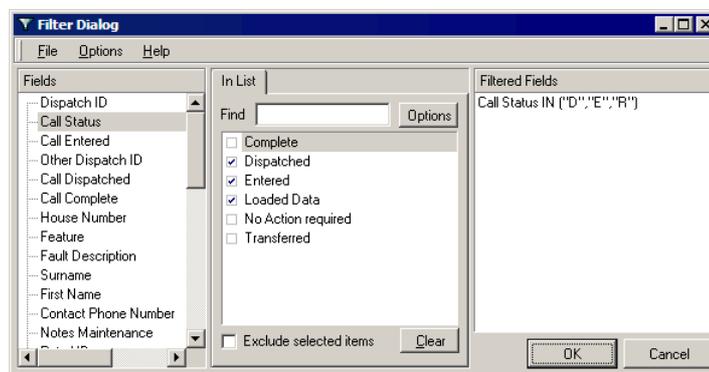
The screen below is what you see when launching filtering from the Dispatch Entry window (on page 84).



If you have saved any filters, they will be available from a drop-down list next to the Filter button.

Defining Filters

Defining a database filter is simply a matter of selecting the appropriate Field for the information you wish to see, defining criteria for filtering in the middle panel, ensuring that the Filtered Fields panel reflects the correct criteria you've defined.



The example above shows only a single tab containing criteria for filtering by *In List* (see "Filtering By List" on page 143). Depending on which Field you select, you may also choose *By Value* (see "Filtering By Value" on page 145), and *By Range* (see "Filtering By Range" on page 144).

NOTE: The filter fields are sorted in Logical Order by default. You can change this to Alphabetic Order by selecting **Options > Alphabetic Order** from the filter window menu.

Filtering By List

Some filtering conditions involve a fixed list of values for a field. The field you select in the Fields panel must be one that allows you to specify *In List* criteria.

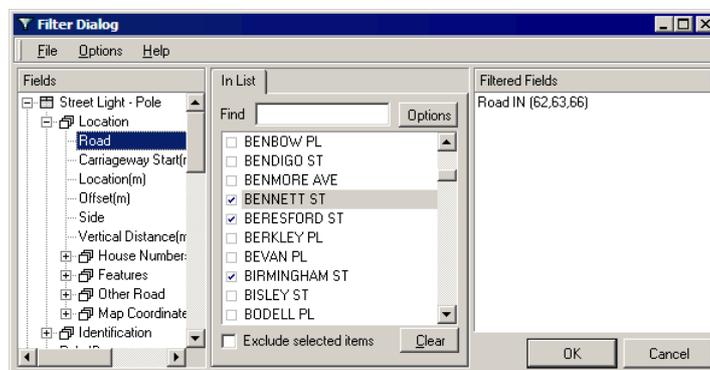
Selecting a field will generate a list of lookup values for that field on the **In List** tab. You can choose one or more of the values from the list. If the condition you want doesn't match an item in the list, you can tell RAMM Street Lights what *not* to look for - by ticking **Exclude selected items**.

► To Filter By List

- 1 Select the Field you wish to work with.
- 2 Click the **In List** tab. The available lookups will be listed.

NOTE: Certain fields will allow you can import In List values from a file by clicking the **Options** button on the **In List** tab. If importing is not allowed, the **Load Options from File** item on the menu will be dimmed (unavailable).

- 3 Tick each value you want to match. You can match as many values as you like. In the example below we've chosen to look at the all assets on Bennett, Beresford and Birmingham streets. The Filtered Fields window will automatically load the relevant Road IDs.



- 4 If you want to show all the details which do **not** match the values you selected from list, tick **Exclude selected items**.
- 5 Click **OK** to return to the window you launched the filter from (in this case, Street Lights) and view the results of your filtering.

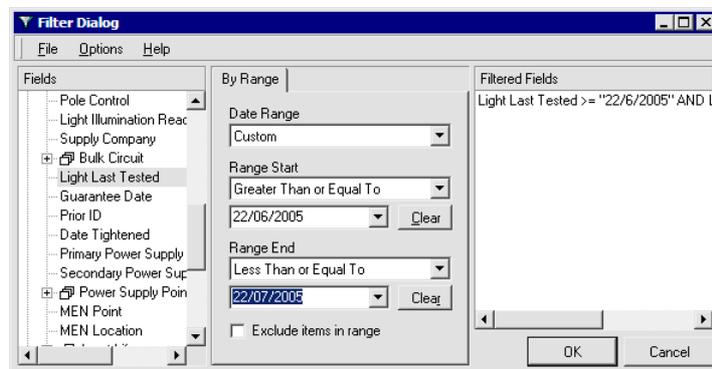
Filtering By Range

Some filtering conditions involve a range of values. For these, you'll use the **By Range** tab. The field you select in the Fields panel must be one that allows you to specify *By Range* criteria.

► To Filter By Range

- 1 Select the field you wish to work with.
- 2 Click the **By Range** tab. If the range you require involves a date, you can select a range quickly from the drop-down menu on the **Date Range** field, or specify the range as below. $\sim a$
- 3 Select the relationship between the condition and the starting value of the range (**Greater Than**, or **Greater Than or Equal To**).

- 4 Type the value for the start of the range. To make the field blank, click the **Clear** button.
- 5 Select the relationship between the condition and the end value of the range (**Less Than**, or **Less Than or Equal To**).
- 6 Type the value for the end of the range. To make the field blank, click the **Clear** button.



If you want to show all Lights last tested **outside** the range, tick **Exclude items in range**. In our example, ticking the box would find all Lights *except* those within the date range above.

- 7 Click **OK** to return to the window you launched the filter from (in this case, Street Lights) and view the results of your filtering.

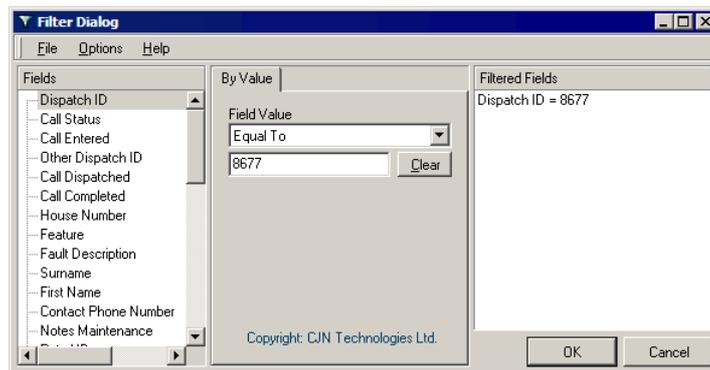
Filtering By Value

This filter option is for finding information by a straightforward one-to-one match with a single value. The field you select in the Fields panel must be one that allows you to specify *By Value* criteria.

► To Filter By Value

- 1 Select the field you wish to work with.
- 2 Select the **By Value** tab.

- 3 Select the relationship between the condition and the value. In the example below we've launched the filter from the Dispatch Entry window and wish to configure the filter to show Dispatch ID 8677. **Equal To** is the most common Field Value.



There are other options available in the Field Value drop-down list:

- If you're looking for a word or phrase that's buried somewhere in a text field, select **Partial Match at Beginning** or **Partial Match Anywhere**.
 - Select **Is Null** to find all details where the filter criteria field is empty. This is useful, for example, if you're cleaning up your database and you want to find only records with missing information in that field.
 - Select **Is not Null** to find all details where the filter criteria field is *not* empty. For example, you might use this to find road asset records whose Notes field has something entered in it.
- 4 Type the value (unless it's not needed). Click the **Clear** button to clear the filter criteria field.
 - 5 Click **OK** to return to the window you launched the filter from (in this case, Dispatch Entry) and view the results of your filtering.

NOTE: If you're using Network Owner version of RAMM Street Lights, it's possible that more than one Dispatch will be returned as your permissions allow you to work with more than one contract simultaneously. A Dispatch ID is unique only within a contract. If you're using the Contractor version of RAMM Street Lights, you will only see Dispatches from the contracts currently open.

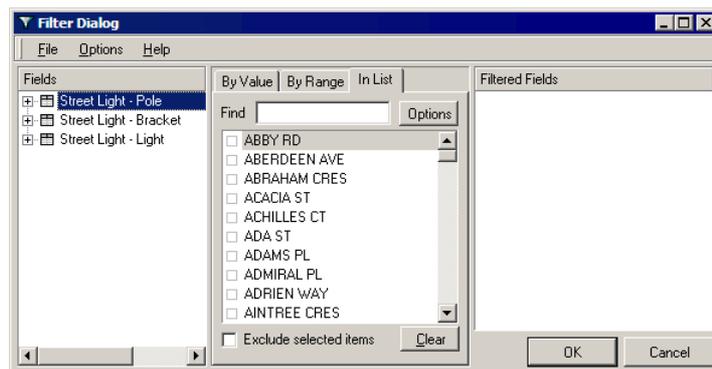
Filtering Poles (Example)

In this example we'll define a complex filter to show us very specific data.

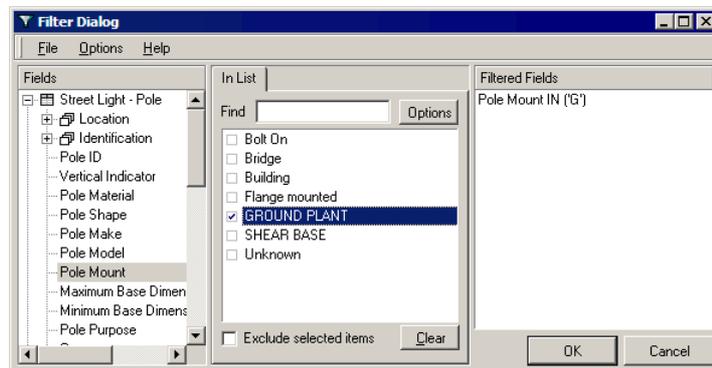
We'll define a filter to show *all ground planted Poles with an outreach greater than or equal to 2m and 70w HPS Lamps.*

► To Set Up Your Filter

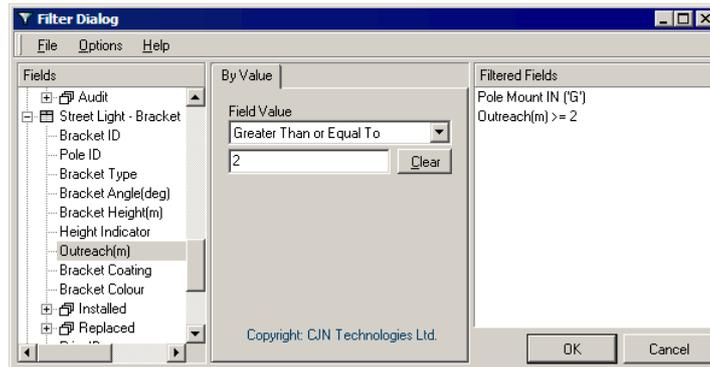
- 1 From the Street Lights window, launch the filter (see "Filter Window" on page 142).
- 2 This is what you will see:



- 3 Select **Pole Mount** in the Fields panel under **Street Light - Pole > Identification**. Select **Ground Plant** on the **In list** tab.

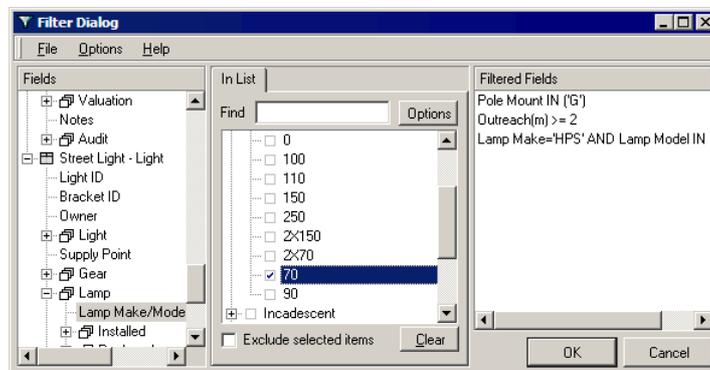


- 4 Scroll down to the **Street Light - Bracket** section on the Fields panel and select **Outreach(m)**. Select a Field Value of **Greater than or Equal To** and enter **2** in the field below (this is the length of the outreach in metres).



You'll see this criteria added to the Filtered Fields panel.

- 5 Now scroll down to the **Street Light - Light** section on the Fields panel and open up the **Lamp** subsection to be able to select **Lamp Make/Model**. You'll now be able to go to the **In List** tab and open up the selections under **High Pressure Sodium**, and select **70**.



Once again, you'll see the new criteria added to the Filtered Fields panel.

- 6 Click OK to apply your filter to the network and show you the results in the Street Lights window.

TIP: If you're likely to use this filter more than once, we would suggest saving it (see Saving Filters below).

Saving Filters

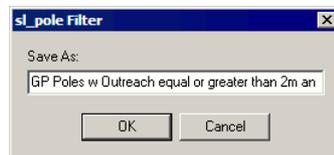
Saving your filters is very important. It safeguards the work you've done configuring the filter, and you can also easily load the filters and apply them to your network with a few mouse clicks. See Loading Saved Filters (on page 150) for more information.

Saved filters can also be loaded, changed, and saved under a different name using the **Save As** menu option.

Saved filters can also help with regular tasks – for example, you can run a filter on a monthly basis. Save the filter with a date the first time you run it. The next time, simply change the date and run it again. You can also save the filter and overwrite the existing filter, or save it under a different name.

► To Save a Filter

- 1 Define the filter (see "Defining Filters" on page 143).
- 2 From the filter window, choose **File > Save As**. The first time you save a filter you will be required to give it a name. The Save As filter dialog box appears.



Type the name you want to use for the filter - make it something meaningful, so you'll know what it does when you're looking at a list of filters to load.

NOTE: The **Save** option is for saving edits to an existing filter.

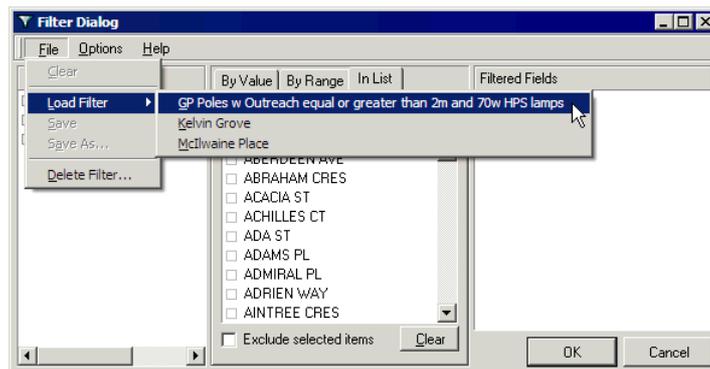
- 3 Choose **OK** to save the filter. You're returned to the filter window.

Loading Saved Filters

You'll probably find yourself working with the same filter settings more than once, so RAMP Street Lights makes it easy to load any filter you've previously saved (see "Saving Filters" on page 149).

► To Load a Saved Filter

- 1 Launch the filter window (on page 142).
- 2 Clear any currently active filters if necessary by selecting **File > Clear**
- 3 Choose **File > Load Filter > [Name of Saved Filter]** from the menu.



- 4 The selected filter's settings are displayed. You can now edit them and save them under a different name if you wish- see Saving Database Filters.
- 5 Apply the filter's settings by clicking the **OK** button.

Clearing Filters

When you're working with filters, it's important to clear the currently applied filter if you don't want the existing settings added to your settings.

There are two places in RAMM Street Lights where you can clear filter settings - inside the function window you are using (the Dispatch Entry window or the Street Lights window) or inside the filter window itself.

▶ To Clear Filters from the Dispatch Entry or Street Lights Window

- Select **Options > Clear Filter**

-OR-

CTRL + L on your keyboard.

▶ To Clear Filter Settings in the Filter Window

- Select **File > Clear** from the menu.

If the saved filter is one you won't need again it can also be permanently deleted (see below).

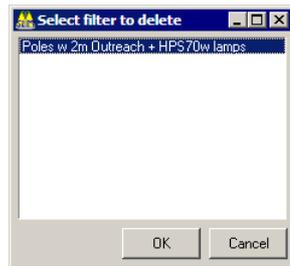
Deleting Saved Filters

Every now and then, you'll want to get rid of a database filter that you've saved (see "Saving Filters" on page 149).

▶ Deleting a Saved Filter

- 1 Launch the filter window (on page 142).

- 2 Choose **File > Delete Filter** from the menu. The Delete Filter window appears.



- 3 Select the filter you want to delete, then click the **OK** button. The filter is deleted immediately and the filter window reappears.

Patrols

Patrols are crucial to keeping your Street Light network in good working order. This section describes setting up Patrols. You can then link each Dispatch directly to a Patrol.

~a entire chapter

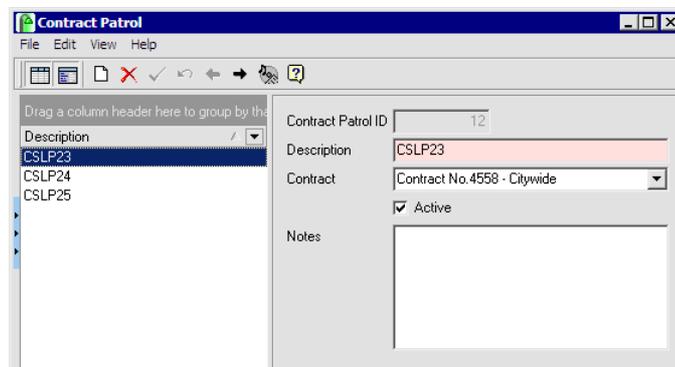
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Maintaining Contract Patrols

Patrols are handled somewhat differently in RAMM Street Lights to earlier versions of SLIM, and are now governed by Staff Permissions (see "Security" on page 287).

You'll begin by defining *Contract Patrols* in the relevant Maintenance window. From the main RAMM Street Lights window select **Maintenance > Contract Patrols** to set these up.



Once these are set up you link Patrol Events to the the Contract Patrols you defined earlier in the Patrols window, rather than set up Patrol Areas and then attach Contract Patrols to them.

NOTE: Once a Contract Patrol has been linked to a Patrol Event and/or a Dispatch, the details cannot be altered.~a

Entering Patrol Details

Patrols, Patrol actions and Patrol crew members are linked to the contract, and are therefore governed by staff permissions (see "Security" on page 287). This window allows you to enter Patrol details, and link them to Contract Patrols (see "Maintaining Contract Patrols" on page 153).~a

From the main RAMP Street Lights window, select **Actions > Patrols**.

The information you see is filtered by default to Patrols within the last month. To change this select **Options > Edit Filter** (CTRL+F) or **Clear Filter** (CTRL+L) from the Patrols window menu.

► To Enter Patrol Details

- 1 Select a Contract Patrol to link to the Patrol record you're setting up from those already defined- see Maintaining Contract Patrols (on page 153), or select **Actions > Maintain Contract Patrol** to do so. The Patrol ID will also come through.

- 2 Enter the other details. **Patrol Status** refers to the type of Patrol, whether *Emergency* or *Routine*.
- 3 **Patrol Action** is an important field, as it decides whether the Patrol is *Planned* or *Complete*.
- 4 The **Call Type** refers to the source of the information controlling the Patrol event, and should correspond to the Call Type on the Dispatch.
- 5 Now set a **Start Date** and time, and end date and time.

NOTE: Choosing the right frequency for the Patrols is crucial. Large areas can be patrolled once a month, but it may be advisable to patrol main roads weekly. Click the drop-down arrows ▾ to bring up a calendar to select the date. Use arrow keys on your keyboard to select a start and end time.

- 6 The **Crew** member field will allow you to select from crew members already entered as part of contract level staff permissions (see "Contract Details" on page 55).
- 7 **Notes** is a free format field to enter any notes you may feel are relevant.

Now that the Patrol has been entered, you can go to the Dispatch Entry window (on page 84) and enter the problems found by that Patrol in the *Patrol Details* section at the bottom of the Detail panel.

Patrol Details	
Patrol	CSLP23 - ▾
Start	28/06/2005 09:36 - 28/07/2005 09:37

Claims

A **Claim** groups together Claim lines for the same contract within a fixed period. This section examines how you work with Claims in RAMM Street Lights.

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Claims Window

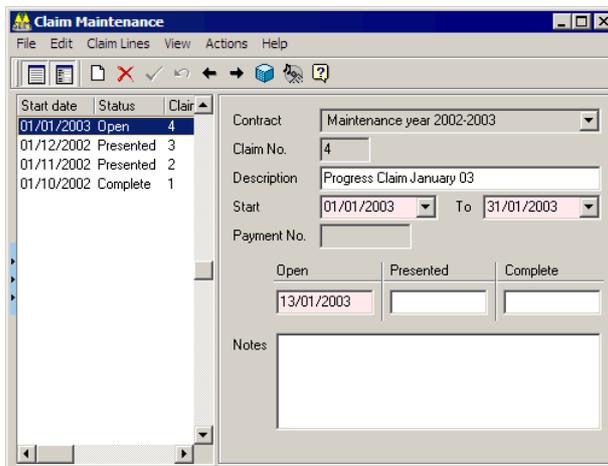
The Claim Maintenance window can be launched either from the main RAMM Street Lights window by clicking the Claims launch button indicated by the mouse arrow below:



-OR-

by select **Actions > Contract Claims** from the main RAMM Street Lights window.

You can now enter or edit Claim headers. By default, only the Claims that are not completed are shown. If you wish to see all Claims, select **View > Show All Claims**.



Entering a Claim header is a matter of simply selecting the appropriate contract, inserting an optional description and filling in the start and end dates for the Claim. You can also add notes. The Claim header is now ready to have Claim lines attached to it.

NOTE: Claim lines can *only* be added when completing a Dispatch, or by selecting **Actions > Claim Lines** or CTRL+A on a completed Dispatch. See Claim Lines (on page 79). Approval of Claims can also be managed from the Dispatch Claim Approval window (see "Dispatch Claim Approval" on page 164).

Claim Life Cycle

A Claim has a three stage life cycle:

- **Open.** When the Claim is open, Claim lines can be linked to it.
- **Prepare.** This indicates that the Claim is currently being prepared for presentation, and therefore should not have any further Claims or Claim lines added to it.~a

- **Presented.** This indicates that the Claim has been printed and presented for payment.
- **Complete.** The Claim has been accepted and no further action is required.

By default, when a Claim is created it is **Open**. The options to move the Claim through the next steps are under **Actions**.

Claim Actions

- **Print Claim (CTRL+P).** This prints a Claim, changes the status to *Presented* and inserts the presented date. Once a Claim has been presented, Claim lines cannot be altered. If changes are required, you will need to *Unpresent* the Claim (see below).
- **Complete Claim (CTRL+O).** This allows you to enter a payment in order to complete the current Claim.
- **UnPresent Claim (CTRL+U).** You should avoid using this option unless absolutely necessary. This will reverse the status of the Claim from *Presented* to *Open*. However, this means you also have to cancel or destroy all printed material relevant to the prior Claim.

Selecting **Claim Lines** from the menu opens another window that gives you access to the individual lines grouped under the Claim. Claim lines can be updated and deleted from this window. You can also view the details of each Claim line by double-clicking it, or by selecting the Claim line and then selecting **View > Show Detail** from the menu.

Printing a Claim (Example)

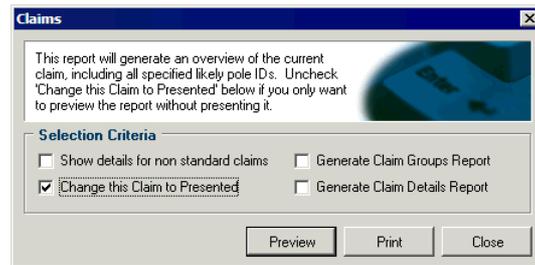
The steps below show how to print (and present) a Claim.

► To Print a Claim

- 1 Select the Claim in the List panel of the Claim Maintenance window.
- 2 Select **Actions > Print Claim**

-OR-

CTRL+P.



3 You have a number of options:

- **Change this Claim to Presented** (selected by default) can be unticked if you just want to preview the Claim.
- **Show details for non-standard Claims.**

When the Claimed Rate does not equal the Agreed Rate then these values can be highlighted on the Claim in red. They are also listed individually under each Claim item. Selecting this option prints the Dispatch ID and the Maintenance Notes from the Dispatch for these items on the Claim.

NOTE: This changes the print layout of the Claim from portrait to landscape. You will also need a colour printer to print the highlighted values in red.

- **Generate Claim Groups Report.**
- **Generate Claim Details Report.**

Make your selections and then click either Preview or Print. For more information on the Claim Groups Report and the Claim Details Report, see Claim Reports (on page 161).

NOTE: Once the Claim is presented, this window will show only the last 3 options as active (**Change this Claim to Presented** will be inactive).

4 When you're done you'll be returned to the Claim Maintenance window.

Claim Reports

Claim Groups Report

The Claim Groups Report summarises Claims by Account Group.

To generate this report in the Claim Maintenance window, select **Actions > Print Claim (CTRL+P)** and select the option to **Generate Claim Group Report**.

NOTE: If you don't intend to change the status of the Claim to Presented, untick the option to **Change this Claim to Presented**.

The screenshot shows a window titled "Claim Group Report" with a standard toolbar and menu options. The report content is as follows:

C/JN Technologies Limited
Eltham

User: guy
Printed: Monday, 25 August 2003 10:11

Page: 1

Claim Group Report
Maintenance year 2002-2003, Claim no: 4, for period from 01/10/2001 to 31/10/2001

Group Heading	Group	\$ Value
Account Groups	Council Administration	\$600.00
	Festive Lighting Decorations	\$51.66
	Street Light (Minor safety)	\$489.90
	Streetlight General	\$2,072.44
		<u>\$3,184.00</u>
Asset Owner	Council Road Lighting	\$3,184.00
		<u>\$3,184.00</u>

—SLM 2003 Build 85.0099— End of Report —Source: (fClaimGroupRep)—

Page 1 of 1

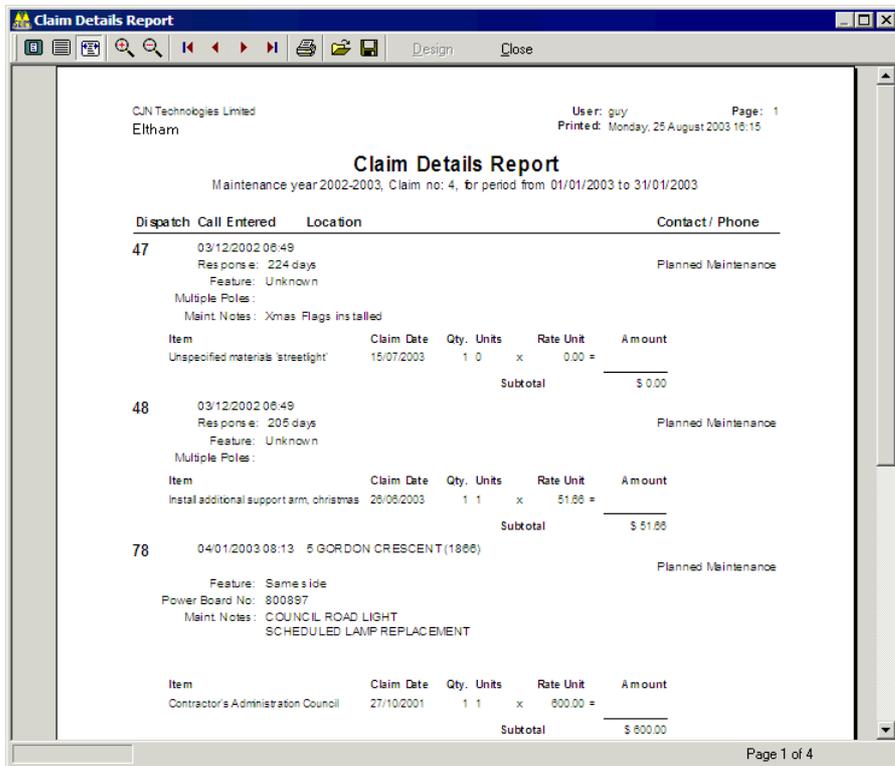
Claim Details Report

The Claim Details Report shows a detailed description of each Claim line and the Dispatch it refers to.

This report can be generated either from the Claim Maintenance menu by selecting **Actions > Claim Details Report**

-OR-

from the Claim Maintenance Print dialog box (select **Actions > Print Claim (CTRL+P)** and tick the option **Generate Claim Details Report**).



Decision Cube

Click  to bring up a Decision Cube report. By default the Claim lines will be grouped by contract item.

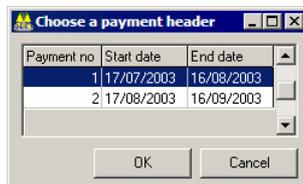
To add more sort fields to your cube, simply drag a grid header  of your choice down to the existing grid header for Claim Year.

See Decision Cube (on page 217) for more information.

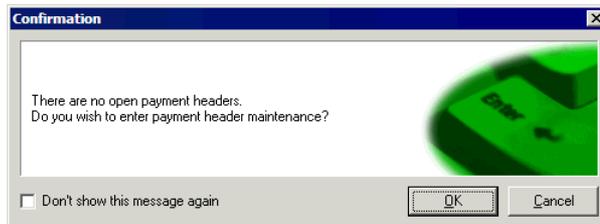
NOTE: These reports are Claim specific- they're relevant only to the Claim you're currently viewing. For an analysis of all the Claims relevant to your network, see Claim Analysis Report (on page 236).

Payments from Claim Lines

When creating a Claim line, if there is more than one payment header open, you're prompted to select one.



If there is no payment header available, you're prompted to create one.



If a payment header isn't available, you won't be able to add a Claim line.

All lines entered for this Dispatch will be linked to the payment header selected or created.

Dispatch Claim Approval

The Dispatch Claim Approval window facilitates the viewing, managing and processing of Claims (on page 157). From the main RAMP Street Lights window, select **Actions > Dispatch Claim Approval** to launch it.

NOTE: You can use this facility to manage any Claim raised in RAMP Street Lights, in particular Automatic Claims (on page 63). In addition to approving or processing Claims, details can be added or corrected and the Claim status changed.

By default the window is filtered to show only Claims that are *Pending*, indicated by the red dot  on the relevant Dispatch, Claim line and on the toolbar in the *Dispatch Claim panel* at the lower right. The *Dispatch list* on the left shows the Dispatches with pending Claims, and the *Dispatch Detail panel* at top right shows information relating to the location and persons responsible for the job. To mark the Claim as *Approved*, click the green dot  on the Dispatch Claim panel toolbar indicated by the mouse arrow. ~a

RAMM Street Lights Options

This section shows you how configure RAMM Street Lights Options.

By choosing **Actions > Options** from your RAMM Street Lights menu, you can set other options pertaining to **Database, Electricity charges, Safety Testing** and **Enforcement**.

You can also configure how you will send and receive RAMM Street Lights data by Email (see "Email Options" on page 101) by selecting **Actions > Email Options**.

NOTE: This section does not describe setting general programme preferences, which are accessed in the main RAMM Street Lights window from the **Options > Preferences** menu. See Setting Editing and Viewing Preferences (on page 31).

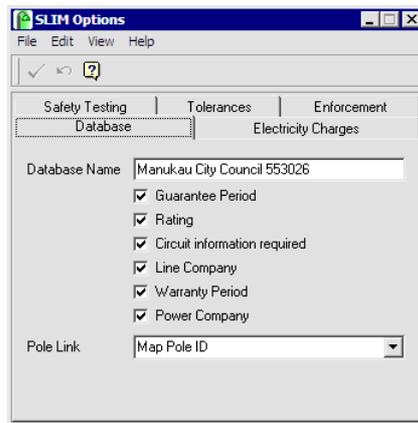
Optional Groups are now described under Contract Groups (on page 58) for contract specific Groups, and Optional Grouping (on page 192) for contract non-specific Groups.

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Database Options

The **Database** tab sets database related RAMM Street Lights options.



- **Database Name.** This appears on the second line of every report heading (see "Reporting" on page 215). This name can differ from the name entered in the Database Description column. By default, the name is carried across from the Network Owner's database, but if you're a Contractor you can alter this name as the information isn't transferred to the Network Owner.
- **Guarantee Period.** All new Poles entered will have the option to apply a guarantee date to the Pole. The guarantee period is for one year from the guarantee date. If during this period a Dispatch is raised against this Pole, the comment **This Pole is still under guarantee** is printed beneath the details of the relevant Pole. This indicates to the Contractor that any fault with this Pole is the responsibility of the entity that erected the Pole. For more information, see Printing Dispatches (on page 71).
- **Rating.** This option is for the purpose of rating Street Light assets as part of the Dispatch procedure. See Rating Categories (on page 187) for more information on entering rating categories. The results of the Contractor's rating of the assets should be entered onto the rating tab of the Street Lights window (on page 112).
- **Circuit Information Required.** This allows the user to enter additional information about the circuit and sequence number of the Pole within the circuit that may come in useful when doing a bulk replace of Lights (see "Bulk Replacement of Assets" on page 126). The lookup tables that become available when this option is ticked are located under **Maintenance > Miscellaneous Definitions > Circuit Information**.

- **Line Company.** If this option is enabled, the Line Company name will be made available with the circuit information.
- **Warranty Period.** Tick the Warranty Period box if you want the warranty period to be taken into account when certain assets are replaced. The warranty period applies to Lamps, Gears and Lights. For more information, see Warranty (on page 174).
- **Power Company.** This option will enable the power company field on the Pole General tab in the Street Lights window (on page 112).
- **Pole Link.** This enables selection of a unique identifier for the Pole when entering Dispatches (see "Dispatch Entry" on page 68). Available options from the drop-down list:
 - **Power Board Number.**
 - **Easting, Northing.**
 - **System Pole ID.**
 - **Map Pole ID.**
 - **Not Applicable.**
 - **Pole Number.**

Electricity Charges

The **Electricity Charges** tab allows you to enter default value which can be used in the Electricity and Maintenance Cost Report (on page 233).

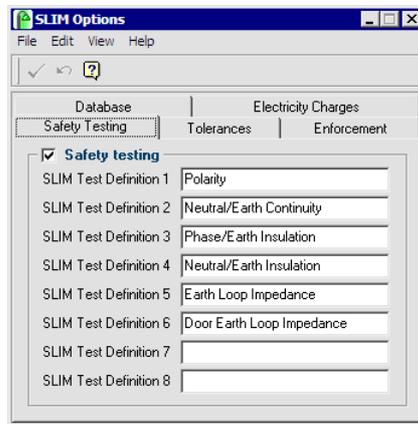
The screenshot shows the 'SLIM Options' application window. The 'Electricity Charges' tab is selected, displaying three input fields for default values:

Field	Value
Fixed Electricity charge per Lamp per Day	0.75
Variable Electricity charge per kWh	0.35
Total Hours of Darkness per year	4250

Enter the values in the respective fields.

Safety Testing

The **Safety Testing** tab gives access to the fields below. Currently six testing categories are entered as defaults, all of which can be changed.



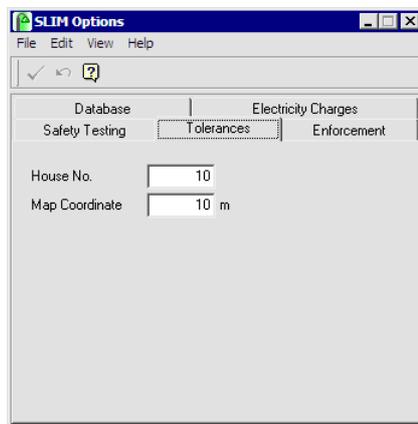
If this option is selected the testing is carried out as part of the Dispatch procedure, the testing categories appear at the base of the full Dispatch report:

- Safety Test Results**
- | | | |
|---|---|--|
| <input type="checkbox"/> Polarity | <input type="checkbox"/> Neutral/Earth Continuity | <input type="checkbox"/> Phase/Earth Insulation |
| <input type="checkbox"/> Earth Loop Impedance | <input type="checkbox"/> Neutral/Earth Insulation | <input type="checkbox"/> Door Earth Loop Impedance |

For more information on printing Dispatch reports, see Dispatch Printing Options (on page 97).

Tolerances

The **Tolerances** tab allows you to set a tolerance level (in units) to reconcile either house numbers or map co-ordinates that do not match in the Dispatch Entry window (on page 84).



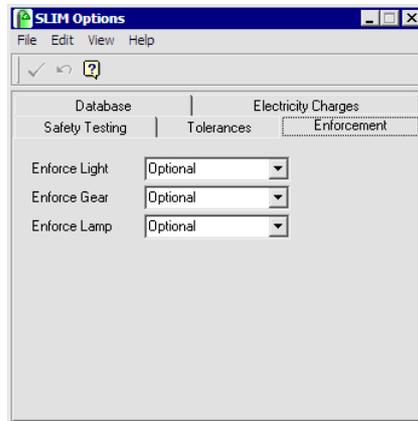
According to the settings in the image above, RAMM Street Lights will show 10 house numbers greater or lesser than the stated house number so that you have a better chance of identifying the correct Pole for the Dispatch.

The tolerance setting for the map co-ordinate is particularly important, because you can't rely on the person taking the reading for the Pole standing in the same spot every time. The setting is expressed in metres.

Enforcement

The **Enforcement** tab of the RAMM Street Lights Options window relates to the asset replacement process (see "Replacing Street Light Assets" on page 125).

You can set whether to make replacement of these assets **Optional** or **Mandatory** from the drop-down list. Replacement of Gear can also be set to **Not Required**.



Maintenance

This section in RAMM Street Lights describes working with the items on the **Maintenance** menu of the main RAMM Street Lights window.

This is essentially where you will set up the information for the various drop-down lists in the various windows of RAMM Street Lights. This information is held in a number of tables. Most tables contain a Code and a Description, but some require additional information. Wherever possible, the software will fill in the default values for these tables when you enter a maintenance window.

You must have the relevant security (on page 287) permissions to configure these settings.

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Optional Grouping.....	192
Costs.....	194
Event Codes	197
Lux Survey.....	197
Default Values	200
Organisation	201

Duplicating Entries

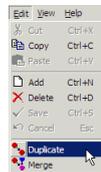
Most RAMM Street Lights Maintenance windows allow you to duplicate an entered item to save you time and trouble setting up assets. Simply select the item in the List panel (see "RAMM Street Lights Workspace" on page 43) and select **Edit > Duplicate** from the menu.

► To Duplicate an Entry

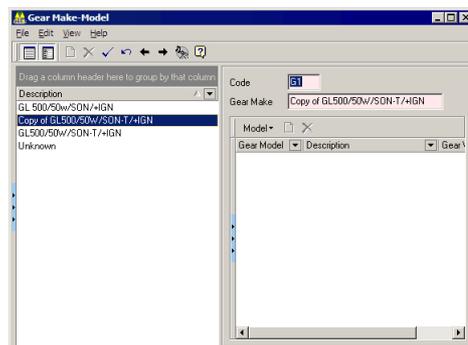
- 1 Go to the relevant Maintenance window for the asset from the main RAMM Street Lights window.
- 2 Select the item to be duplicated in the List panel.
- 3 Select **Edit > Duplicate** on the menu

-OR-

Right-click anywhere other than inside a panel to bring up the same menu and select **Edit > Duplicate**.



- 4 This will generate a copy of the item.



- 5 You can now edit the item, changing its parameters and description.
- 6 **Save** each item, and close the window when you're done.

Merging Entries

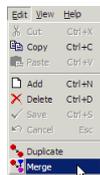
RAMM Street Lights Maintenance windows also have the facility of merging entries to avoid duplicating information unnecessarily.

For example, you may have entered a number of Lights on the Street Lights window, and given them different Models, but later find that the Models actually refer to the same Model of Light (for example H 50 and H50).

You can merge the entries for these codes, so that analyses or reports based on this Model will accurately reflect the fact that all of these Lights are the same Model.

► To Merge Entries

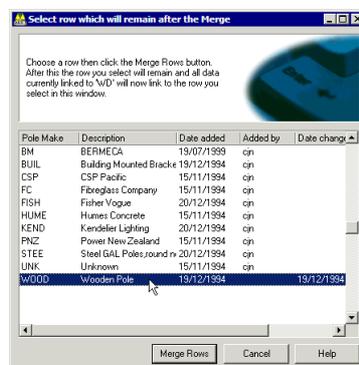
- 1 Go to the relevant Maintenance window for the asset from the main RAMM Street Lights window.
- 2 Select the entry to be merged in the List panel.
- 3 Select **Edit > Merge** from the menu



-OR-

Right-click anywhere other than inside a panel to bring up the same menu and select **Edit > Merge**.

- 4 You will be asked to choose which row you wish to merge with the entry selected in 2 above.



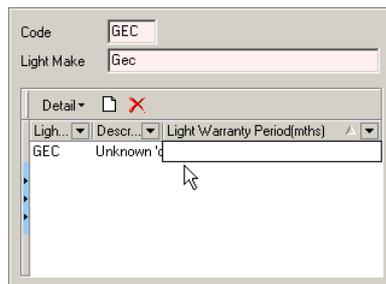
Select the relevant row and click **Merge Rows**.

- 5 Close the Maintenance window when you're done.

Warranty

Selected RAMM Street Lights Maintenance windows allow you to enter a warranty period in months. This field will be available from the Maintenance menu (**Maintenance > Manufacturers > [Asset]**) if you have enabled it in RAMM Street Lights Options (on page 165), and only for Lamps, Gear Assemblies and Lights.

This facility is useful to check whether assets need replacement before the end of this period. The assets that are identified as such are shown in the Warranty Failure Report (on page 236).



Click below the relevant column in the Detail panel of the window to enter the warranty period.

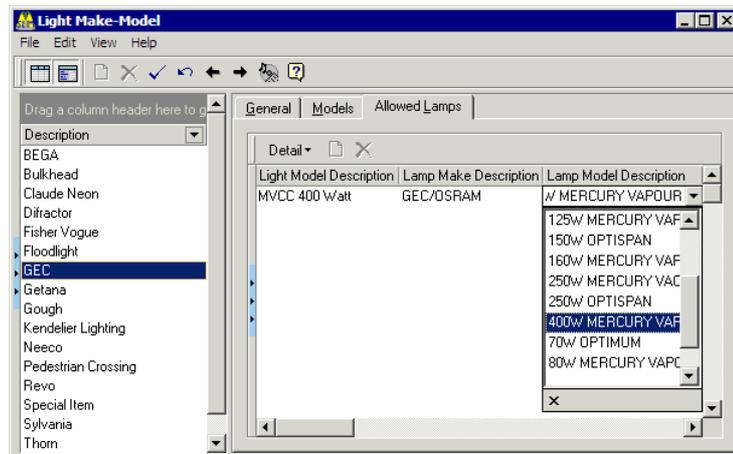
Allowed Items

Certain Maintenance windows in RAMM Street Lights have a tab to specify *Allowed [Items]*.

- Light Models (**Maintenance > Manufacturers > Light Models** menu)
- Lamp Models (**Maintenance > Manufacturers > Lamp Models** menu)

This way you can be sure that the combination (in this example, the Light and the Lamp) is logical.

Select the main item in the List panel, and use the Detail panel to specify the combinations with the drop-down lists as below.

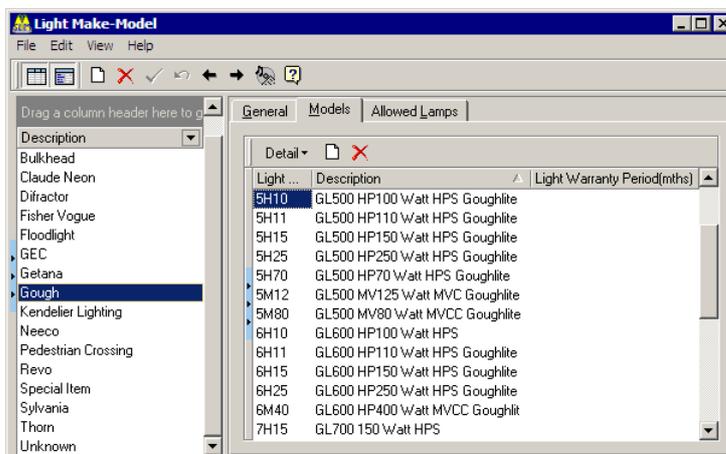


Contract Details and Contract Item Activities

These tasks are generally performed at the beginning of the contract. For more information, see Contract Details (on page 55) and Contract Item Activities (on page 60).

Light Models

Select **Maintenance > Manufacturers > Light Models** to configure these details and make them available in the Street Lights window (see "Light" on page 121).



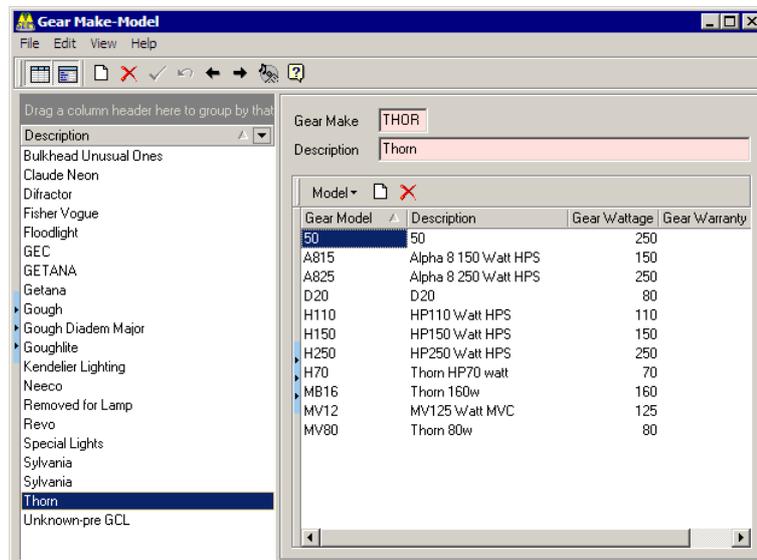
The List panel shows the Light Make on the left, and within a Light Make you can enter a number of Models.

► To Enter Light Makes and Models

- 1 Click the **Add Record** button  on the window toolbar to begin a new entry.
- 2 Enter the **Code** and **Light Make** on the **General** tab.
- 3 On the **Models** tab, click the  button on the Detail panel and enter different Models in the **Light Model** column. You can also enter a Warranty Period in months (see "Warranty" on page 174).
- 4 You can also specify Allowed Lamps on the next tab (see "Allowed Items" on page 174).
- 5 **Save** each Model description.
- 6 Close the window when you are done.

Gear Models

Select **Maintenance > Manufacturers > Gear Models** to configure these details and make them available in the Street Lights window (see "Gear" on page 122).



Within a Gear Make there can be a number of different Models. The Make must be created first, and then the Models.

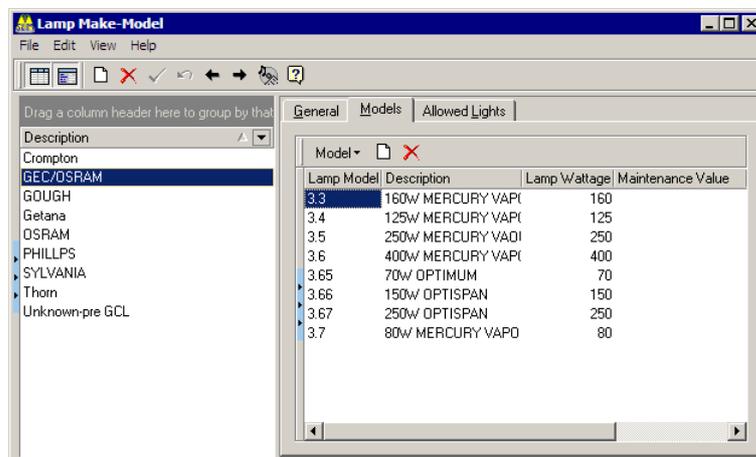
The **Gear Wattage** field for each Model is required to calculate the electricity consumed across the network. This is a mandatory field. A Wattage Analysis Report (on page 229) is available that uses the wattage figure to determine the electricity usage across the network by Area, Owner, Gear Make and Model.

► To Enter Gear Makes and Models

- 1 Click  on the window toolbar to begin a new entry.
- 2 Enter the **Code** and **Gear Make**.
- 3 You can now click the  button in the Detail panel to enter more information for each Make. Enter Models in the **Gear Model** column, and **Descriptions** and/or **Gear Wattage** as required.
- 4 **Save**  each Model description. You can also enter a Warranty Period in months (see "Warranty" on page 174).
- 5 Close the window when you are done.

Lamp Models

Select **Maintenance > Manufacturers > Lamp Models** to configure these details for the Street Lights window (see "Lamp" on page 123).



A Lamp Make can encompass a number of different Models. You need to enter the Lamp Make first before you can add Models under it.

For Models the **Lamp Wattage** field is required to calculate the electricity consumed across the network. This is a mandatory field. This is a mandatory field. A Wattage Analysis Report (on page 229) is available that uses the wattage figure to determine the electricity usage across the network by Area, Owner, Lamp Make and Model.

Entering a dollar value into the **Maintenance** field is optional. This enables you to estimate the cost of maintaining the Lights in the network. The Electricity and Maintenance Cost Report (on page 233) uses the *Lamp Wattage* and *Maintenance Value* fields to calculate an estimate of Electricity and Maintenance charges for the previous month.

► To Enter Lamp Makes and Models

- 1 Click the **Add Record** button  on the window toolbar to begin a new entry.
- 2 Enter the **Code** and **Lamp Make** on the **General** tab.
- 3 On the **Models** tab Detail panel, you can now click the  button and enter different Models in the **Lamp Model** column. You can also enter **Description** and/or a Warranty Period in months (see "Warranty" on page 174).

- 4 You can also specify Allowed Lights on the next tab (see "Allowed Items" on page 174).
- 5 **Save** each Model description.
- 6 Close the window when you are done.

Pole Details

You can set up and maintain Pole related information from **Maintenance** menu.

These details will then be available in Street Lights window on the Location (on page 115), Pole General (on page 116), and Pole Identifier (on page 119) tabs.

Here is a guide to the different Pole maintenance categories.

- *Pole Make and Model* - select **Maintenance > Manufacturers > Pole Manufacturers**.
- *Control Types* - select **Maintenance > Pole Definitions > Control Types**.
- *Construction Materials* - select **Maintenance > Pole Definitions > Construction Materials**.
- *Pole Attachment* - select **Maintenance > Pole Definitions > Pole Attachment**.
- *Pole Mount* - select **Maintenance > Pole Definitions > Pole Mount**.
- *Pole Purpose* - select **Maintenance > Pole Definitions > Pole Purpose**.
- *Pole Shapes* - select **Maintenance > Pole Definitions > Pole Shapes**.

For each Pole maintenance category, click the **Add Record** button, enter a code and relevant description, and **Save** each record you enter.

~q MEN Point and Location, Tightened

NOTE: To set up Pole Owners, see Street Light Owners (on page 180).

Miscellaneous Definitions

Select **Maintenance > Miscellaneous Definitions > [Lookup]** to launch the maintenance window you require.

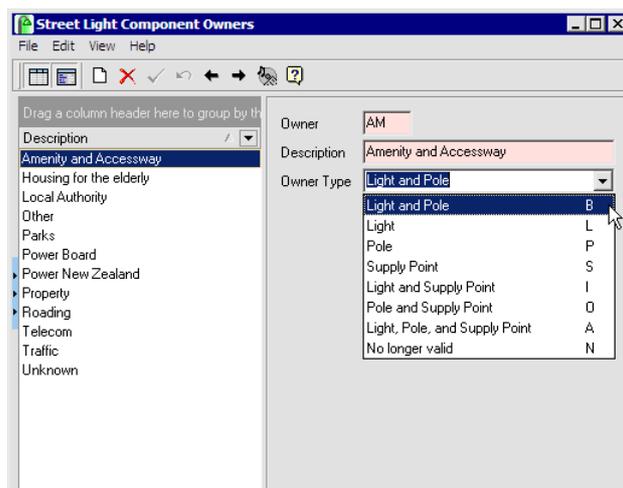
► To Maintain Miscellaneous Definitions

Use the menu guide below to:

- 1 Navigate to the maintenance category.
- 2 Add new items with the **Add Record** button .
- 3 Enter the relevant information.
- 4 Make appropriate option selections.
- 5 **Save**  each record.

Street Light Owners

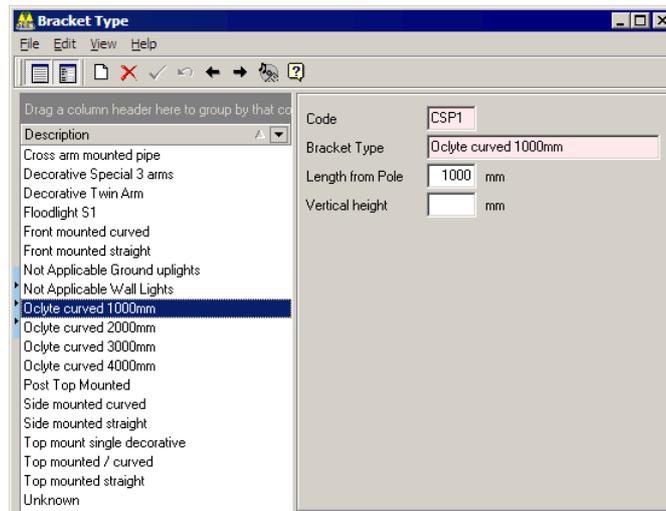
Select **Maintenance > Miscellaneous Definitions > Street Light Owners** to maintain these details and make them available on a number of tabs (*Summary, Pole General, Light*) in the Street Lights window (on page 112).



You can also set an **Owner Type** from the drop-down list indicated by the mouse arrow to cater for different ownership situations for the components of the Street Light.

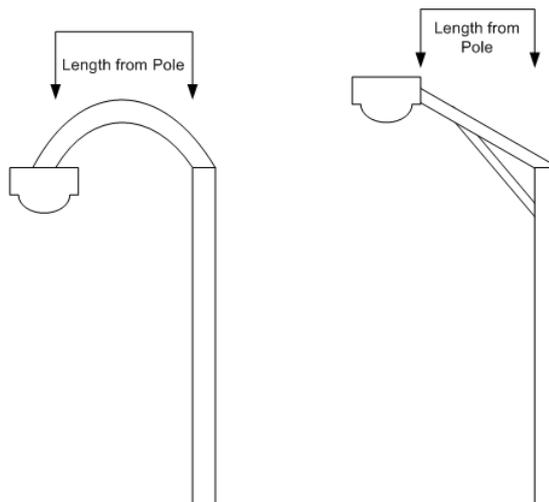
Bracket Types

Select **Maintenance > Miscellaneous Definitions > Bracket Types** to maintain these details and make them available in the Street Lights window (see "Bracket" on page 120).

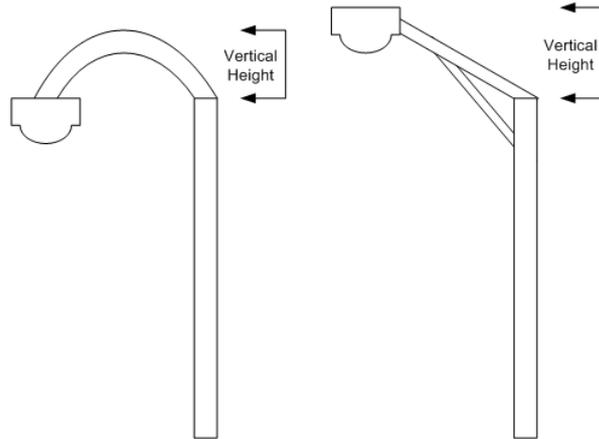


In addition to the Code and the Bracket type you can also specify the **Length from Pole** or the **Vertical height**.

The Length from Pole is the length of the bracket as it extends outwards from the Pole, as in the examples below.

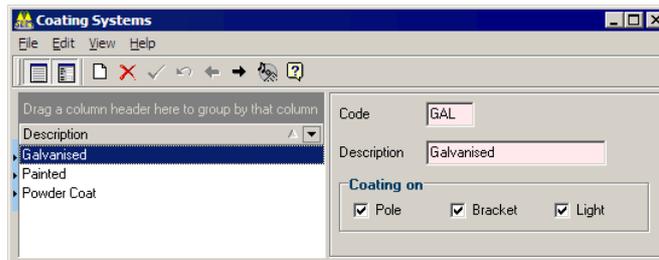


The Vertical Height refers to the Bracket's rise in height, from where it connects to the Pole, up to the Light. See the examples below.



Coating Systems

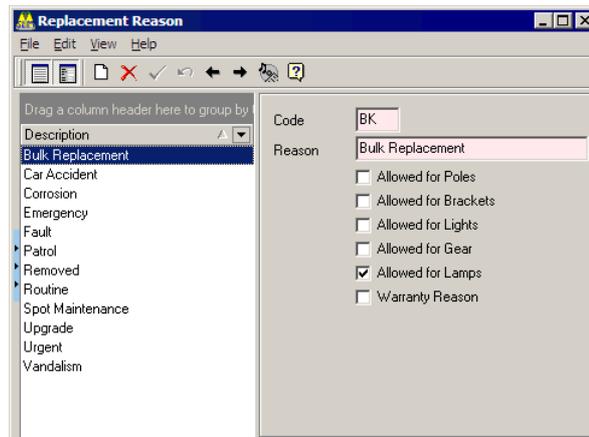
Select **Maintenance > Miscellaneous Definitions > Coating Systems** to maintain these details and make them available in the Street Lights window (see "Pole General" on page 116).



This window allows you to select whether the coating is used on the **Pole**, the **Bracket**, the **Light**, or any combination of these three options.

Replacement Reasons

When an asset is replaced in the Street Lights window (on page 112), a reason for the replacement needs to be given.



First enter a code and a description for the reason in the normal way. Then decide which asset(s) you wish each reason to apply to, by ticking the relevant boxes marked **Allowed for [Asset]**.

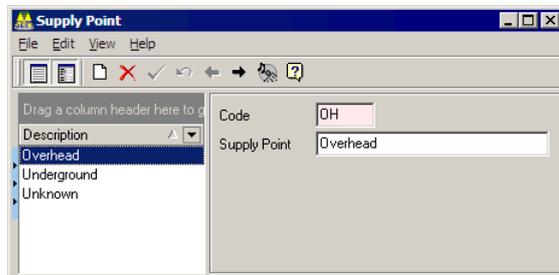
Tick the **Warranty Reason** box if the warranty period needs to be noted when this particular reason is given for replacing an asset. If you do, and replacements are being made while the warranty period is still in effect, you will be informed of this while doing the replacement. You can also report on all such cases by running the Warranty Failure Report (on page 236).

NOTE: The warranty period (and therefore, Warranty Reason) only applies to *Lamps*, *Gear* and *Lights*. You can activate this in Database Options (on page 166).

Power Supply Points

Three maintenance windows available from the **Maintenance > Miscellaneous Definitions** menu help keep track of **Power Supply Point, Type** and **Case** details.

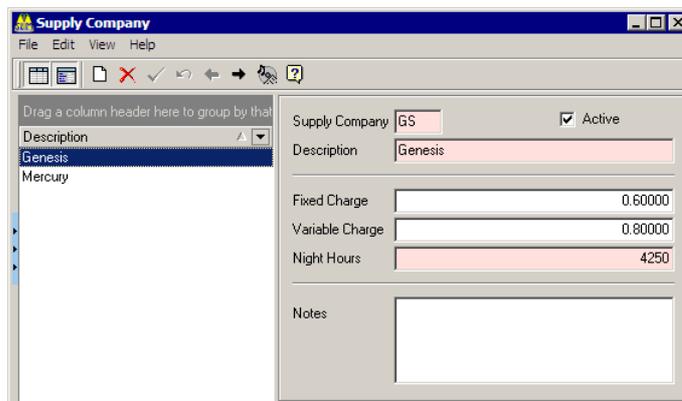
Select **Maintenance > Miscellaneous Definitions > Power Supply [Point / Type / Case]** as relevant to maintain these details and make them available on a number of tabs in the Street Lights window (on page 112).



In situations where the supply point may be remote to the Pole it serves, you can launch a separate, Pole specific, Power Supply Points window (see "Power Supply Points" on page 117). Select **Actions > Power Supply Points** in the main RAMM Street Lights window or from the *Power Supply Points* section on the Street Lights window **Location** tab (see "Location" on page 115).~a

Power Company

Select **Maintenance > Miscellaneous Definitions > Power Company** to maintain these details and make them available in the Street Lights window (see "Pole General" on page 116).



~e recapture #7138

The Power Company is defined as the company that generates and supplies the power to the asset. This is the same company that you pay for the power

consumption/usage based on the wattage of the network for each ICP (*Installation Connection Point*).

The values in **Fixed rate** and **Variable rate** represent those negotiated between the Network Owner and the Power Company and are used in the Electricity and Maintenance Cost Report (on page 233).

Night Hours represents the average hours of darkness in a year that needs to be considered when calculating power supply costs, and is set to a default of 4250. You may wish to alter this to more accurately reflect your area. For example Network Owners in the far North and South of the country may experience less or more hours of darkness than the default setting. This value is also used in the report mentioned above.

Electricity Charge

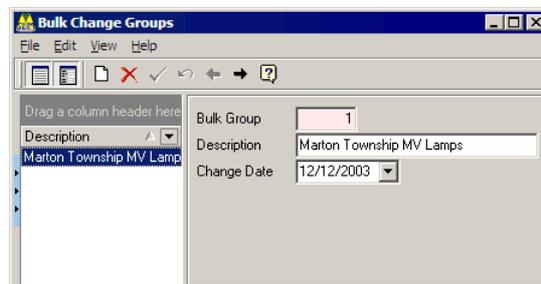
The electricity charge is calculated using the formula below.

Electricity Charge	= (no of Lights x fixed rate x days in period) + (((sum of (no of Lamps per Model x Wattage)) / 1000) x (4250/365 x days in period) x variable rate)
--------------------	--

Circuit Information

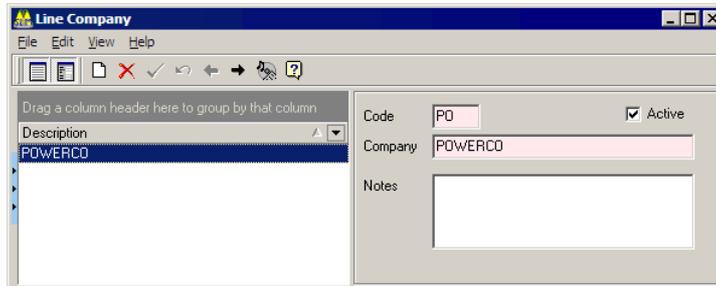
Select **Maintenance > Miscellaneous Definitions > Circuit Information** to maintain these details and make them available in the Street Lights window (see "Pole Identifier" on page 119). They will be available only if **Circuit Information Required** is ticked in Database Options (on page 166).

- **Bulk Change Groups**



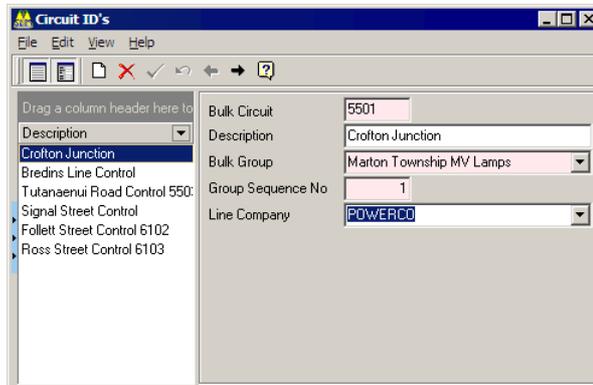
Bulk change groups need to be set up before they can be selected in the Circuit ID maintenance window below. Bulk change groups are for Network Owners that have regular replacement cycles for an entire circuit or area rather than dealing with individual faults as and when they occur.

- **Line Company**



You can enter notes for the line company and select whether the company is **Active** or not. The Line Company is in charge of the lines, and supplies the power to the asset on behalf of the Supply Company. When a whole street is reported as “not going”, for example, this could be a Line Fault rather than 20 Lights with blown Lamps.

- **Circuit IDs**



The Circuit ID information is particularly important for Dispatch Entry. Specifying the **Bulk Group**, **Group Sequence No.** and **Bulk Circuit** is mandatory.

Gear Ballast, Capacitor and Ignitor

Select **Maintenance > Miscellaneous Definitions > Gear [Ballast/Capacitor/Ignitor]** to maintain these details and make them available in the Street Lights window (see "Gear" on page 122). Each entry requires a name and a description.

Rating Categories

Rating in RAMM Street Lights enables you to set up various *rating categories*, record the state of the asset as it is visited on a Dispatch basis, and apply them to Street Light assets. Once enabled, it can work in conjunction with RAMM Asset Valuation (see "Asset Valuation in RAMM Street Lights" on page 134) or with the Rating Reports (see "Rating Report" on page 232) available within RAMM Street Lights.

Before you set up rating, you need to consider what you want to rate and what you are looking for. For example you may want to rate the condition of the Light, and you would define 1 as *Excellent* but 5 as *Very Poor* (see below). Another good example would be a rating category specifically for the paint on the Pole. 1 could be defined as *looks good*. 5 would be *paint is peeling and needs redoing*. The system is designed with flexibility in mind.

NOTE: The rating results go against the Pole, so remember that if you decide to rate the Light and there is more than one Light on the Pole the rating value entered is reflective of all the Lights on the Pole.

Next, rating needs to be enabled in RAMM Street Lights Options. From the main RAMM Street Lights window select **Actions > Options**, and tick **Rating** on the Database tab (see "Database Options" on page 166).

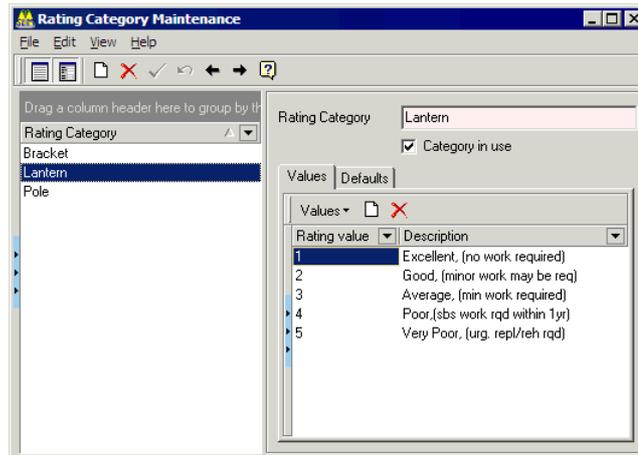
You can now enter Rating Categories and related values.

▶ Entering Rating Categories, Defaults and Values

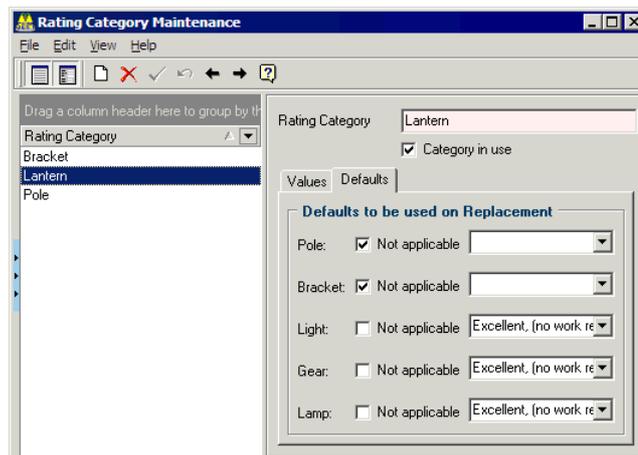
TIP: While you're setting up rating categories, leave the **Category in use** option unticked. It's better to do that once everything is set up. Remember that each rating category has to be individually selected to enable it.

- 1 Select **Maintenance > Rating Categories** to enter and maintain rating categories.
- 2 Enter a description of the category in the **Rating Category** field. **Save** each category.

- 3 On the **Values** tab, enter a **Rating Value** (for example E, G, P or 1, 2, 3, 4, 5, or any rating scale of your choice) and corresponding **Description**. Each Rating Category can have as many rating values as you wish.



- 4 You may now wish to set up default replacement rating values for the categories so that a rating value is automatically generated for a replaced item. This is done on the **Defaults** tab and is optional, but advisable (RAMM Street Lights will remind you if you attempt to close the screen without entering this information).



For example, if you are replacing a Light then you can reasonably expect the condition of the new asset to be *Excellent*. If you set it up as in the example above, the rating value will be automatically entered when any Light on your network is replaced, saving you the trouble of remembering to manually key it in.

NOTE: If you wish to enter a default replacement rating value you need to first untick *Not Applicable* for the individual asset as above. You can then select a default replacement rating value from the rating values you have entered earlier, which will now be available from the drop-down list.

Rating on Dispatches

The rating categories you have entered will print at the bottom of the Dispatch (see "Printing Dispatches" on page 71), allowing the crewman handling that Dispatch to tick the relevant rating values.

C/N Technologies Limited
NSCC Ramm
User: guy
Printed: Friday, 12 December 2003 10:31:07
Page: 1

Dispatch Detail Report

Streetlight Maint. 2002/05

Dispatch : 2067 (External ID: 1241337) / response N/A days

Call Entered : 21/01/2003 11:28 Tuesday

Location : 111 BEACH ROAD, MILFORD => LOINGBAY (32)

Reported By :

Fault : No Light

Call Type: Council

House No	Side	Loc (m)	Surrounding Poles	ID numbers
103	R	891	Pole Unknown;	13443
			Bracket Other Angle 0, Height 2m (N)	69510
			Light Unknown / Ball's ha Beacon / Underground	73504
			Lam p Philips / Ball's ha Beacon 100W	
			Bracket Curved Angle 0, Height 6.5m (N)	69511
105	R	907	Light Gough / Goughlite 700 / Underground	73505
			Lam p Philips / Mercury Vapour 250W	
			Pole Power New Zealand;	13445
			Bracket S Bracket Angle 0, Height 10m (E)	69514
			Light Gough / Goughlite 800 / Overhead	148537
108	L	1346	Lam p Philips / Sodium Vapour SON 150W	
			Pole CSP Pacific;	13449
			Bracket Curved Angle 0, Height 9m (E)	69518
			Light Gough / Goughlite 800 / Underground	144105
			Lam p GEC / Sodium Vapour SON 150W	
111	R	949	Pole Power New Zealand; Pole No: 37.38-1B	5029
			Bracket Curved Angle 0	5166
			Light Sylvania / B3000 / Overhead / Underground	55799
			Gear Unknown / Typical for 150w	
			Lam p Philips / Sodium Vapour SON 150W	
117	R	1020	Pole Power New Zealand; Pole No: 37.37-5E	4018
			Bracket S Bracket Angle 0	4153
			Light Sylvania / Maxi urban / Overhead / Underground	147205
			Gear Sylvania / Typical for 50w	
			Lam p Philips / Sodium Vapour SON 150W	
119	R	1145	Pole Power New Zealand;	13446
			Bracket S Bracket Angle 0, Height 10m (E)	69515
			Light Sylvania / Maxi urban / Overhead	73509
			Lam p Philips / Sodium Vapour SON 150W	

Repairs made: _____ Date: _____

Pole Bracket Light (Lantern)
 Gear Lam p (Bulb) Other

Comments: _____

Rating

Bracket: Excellent, Good, Average, Poor, Very Poor,
 Lantern: Excellent, Good, Average, Poor, Very Poor,
 Pole: Excellent, Good, Average, Poor, Very Poor,

Comments: _____

—SLM 2003/Build 85.0145—
End of Report
Source: (FullDispatchRpt)

Rating in the Street Lights window

A **Rating** tab will also become available in the Street Lights detail window (see "Rating in RAMM Street Lights" on page 133) so that you can enter the rating information that comes back to you from the Dispatch form.

Summary	Location	Pole General	Pole Identifier	Bracket
Light	Gear	Lamp	Rating	
Bracket	Excellent, (no work required)		3/11/1999	
Rating Notes				
Lantern	Excellent, (no work required)		3/11/1999	
Rating Notes				
Pole	Good, (minor work may be req)		3/11/1999	
Rating Notes				

This information is now available for the various Rating Analyses and reports you can generate - see the Rating Analysis Report (on page 230) and our example based on the criteria entered above.

Optional Grouping

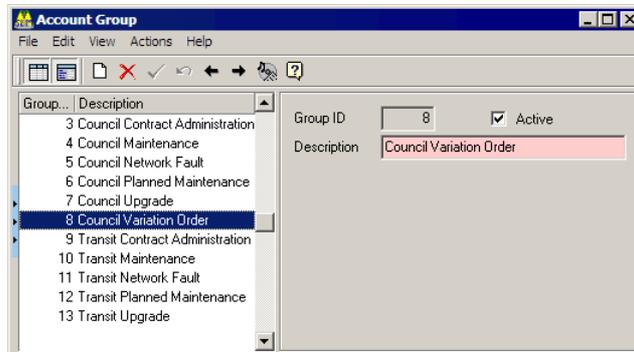
This window allows you to set up the *contract non-specific* groups that will become available in the Claims Lines Detail window (see "Claim Lines" on page 79) and the the Dispatch Entry window (on page 84). To maintain *contract specific* groups, see Contract Groups (on page 58).

Optional Claim Group

Select **Maintenance > Optional Grouping > Claims** from the main RAMM Street Lights window to configure this group.

You would typically use this Claim Group for a wide range of Claims not confined to a single contract.

You can change the name of the Group to something more meaningful by selecting **Actions > Modify Group Name** and entering a new name. RAMM Street Lights will show the modified name in the Maintenance menu. In the example below we have renamed the group to *Account Group*.



Enter each Claim group **Description**. Tick the groups you want **Active**, **Save** and close the window.

The Claim groups you have entered will now be available in the Claim Lines Detail window (you may need to use the **Detail window button** on the Claim Lines window toolbar to make the detail window visible if it isn't).

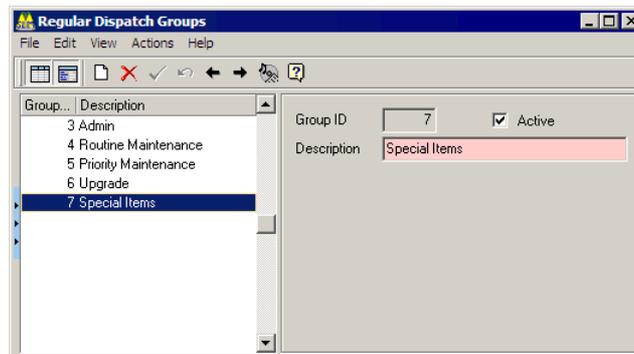
Optional Dispatch Group

As with the Claim Group above, this window allows you to set up the *contract non-specific* Dispatch Group that will become available in the Dispatch Entry window.

Select **Maintenance > Optional Grouping > Dispatches** from the main RAMM Street Lights window to configure this group.

You would typically use this Dispatch Group for Dispatches not confined to a single contract.

Select **Actions > Modify Group Name** to enter a new name. In the example below we have renamed Group 2 to *Regular Dispatch Groups*.



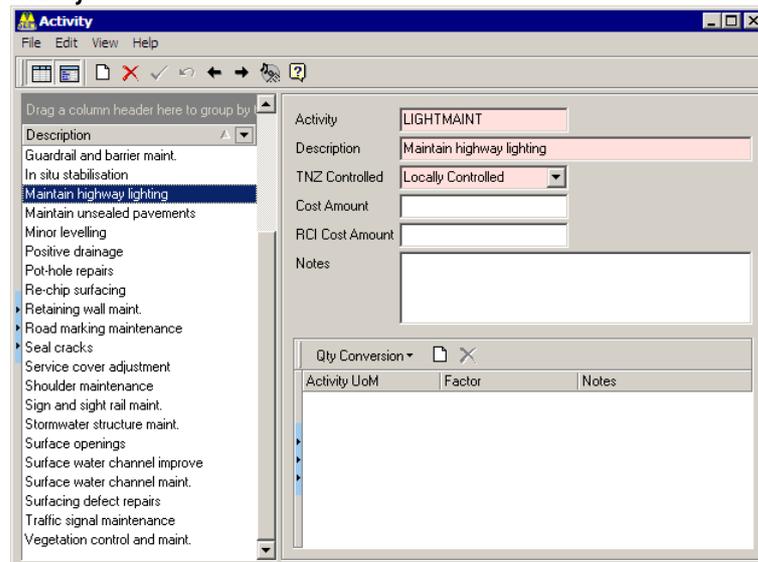
Enter a name for each Dispatch Group in the **Description** field each record. Select the groups you want to be **Active**. **Save** and close the window when you are done. They will now become available in the Dispatch Entry window.

Costs

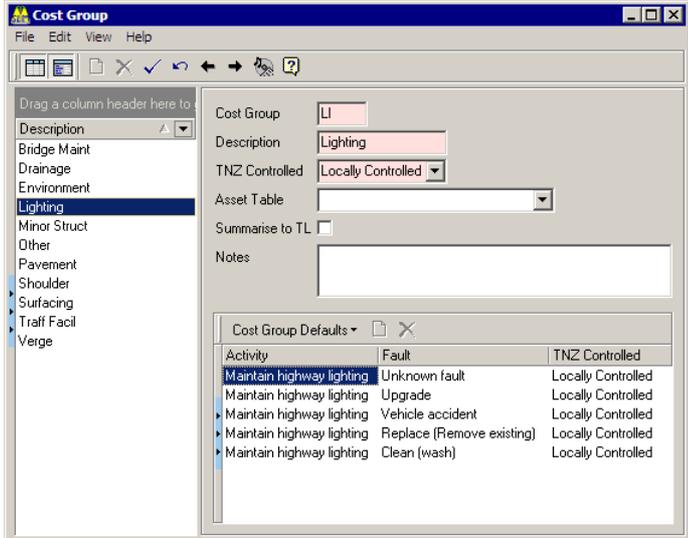
The RAMM Street Lights Maintenance system allows you to set up Maintenance Cost groups, activities and faults that can later be linked with Claims and later exported to RAMM for analysis by the Network Owner. These groups are selected from drop-down lists and linked to individual Schedule Items (on page 61).

To set up the items in these cost groups and categories, select **Maintenance > Costs > [Lookup]** from the RAMM Street Lights main window. We've described the submenus for this menu below.

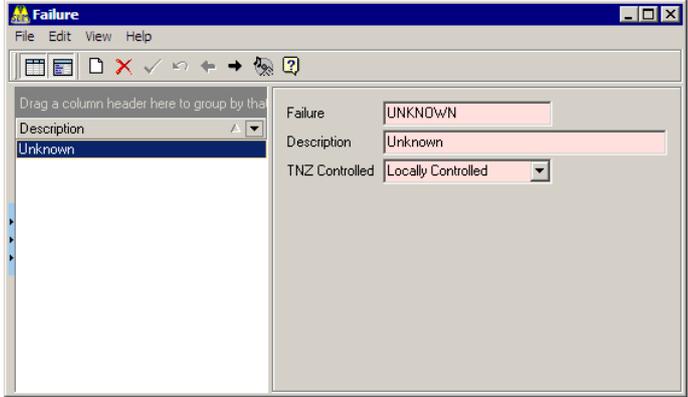
Activity

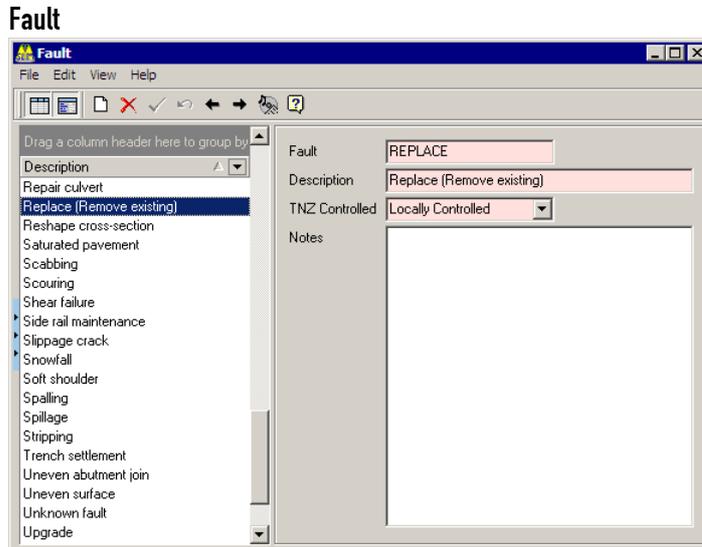


Cost Group



Failure





► **To Enter Cost Items**

- 1 In the main RAMM Street Lights window, select **Maintenance > Costs > [Lookup]** as appropriate.
- 2 Click  on the window toolbar to begin a new entry.
- 3 Enter the information in the relevant fields or select them from the drop-down lists.

Some windows have Detail panels, in which you can click the  button to enter more details.

- 4 **Save**  frequently while entering the data, and before you close the window.
- 5 Close the window when you are done.

Event Codes

Event codes are used for classifying events in emails sent from within RAMM Street Lights, between the Network Owner and the Contractor, and typically will be supplied by the Network Owner. You can view them in the Dispatch Entry window (see "Progress" on page 88).

To maintain event codes, select **Maintenance > Dispatch Definitions > Event Codes** from the main RAMM Street Lights window menu. Enter a **Code** and **Description** for each of them, **Save** and close the window when you are done.

Lux Survey

RAMM Street Lights now has the capability of storing Lux Survey data.

This is essentially a measure of whether the level of illumination for a carriageway meets predefined Lighting Category criteria.

The database supplied to you should include a number of default Lighting Categories for pedestrian areas. If not, you will need to set them up manually- see Lighting Categories (on page 198). You can set up new categories as well.

Each carriageway section can be linked to a Lighting Category. You can also change Lighting Categories from the Carriageway window in RAMM Street Lights. See Carriageway (on page 199).

Setting Up the Lux Survey Header

If you don't have a Lux Survey supplied with your database, you will need to set up the header and import the Lux Survey data from **Maintenance > Lux Survey > Survey Header**. Once you've set up the survey header, the survey data can be imported using the **File > Import** option.

Contact us (see "Contacting CJN Technologies Ltd" on page 23) for more information.

Lighting Categories

The Lighting Category values are used with the latest Lux Survey values in determining whether the respective carriageway section meets the lighting standards of the category assigned to it.

Each section of road should meet a certain standard of lighting. This standard is based on three criteria:

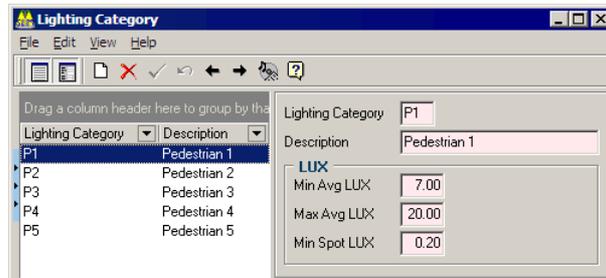
- Type of road (hierarchy).
- Level of pedestrian traffic.
- Industrial makeup of the area.

Category	Lux range - Minimum and Maximum average values	Minimum spot Lux
Pedestrian 1	7.0 to 20	2.00
Pedestrian 2	3.5 to 7.0	0.70
Pedestrian 3	1.75 to 3.0	0.30
Pedestrian 4	0.85 to 1.4	1.40
Pedestrian 5	0.5 to 0.7	0.07

These values are reflected in the Lighting Categories.

Select **Maintenance > Lux Survey > Lighting Category** to configure them.

The values in the table above correspond to the **Min Avg LUX** and **Max Avg LUX** fields in the Lighting Category Maintenance screen below, and represent a range. The **Min Spot LUX** reading is an absolute value and not an average.



Once the Lighting Categories are configured, you can apply them to individual carriageway sections in the **Maintenance > Carriageway** window below.

Carriageway

This window shows basic carriageway details, and allows you to attach or change the Lighting Category of any carriageway.

This information will then be compared with the data from the Lux Survey (on page 197).

Select **Maintenance > Carriageway** from the main RAMM Street Lights window to view Lighting Category settings for each carriageway section, and adjust them if necessary.

NOTE: The Carriageway window takes a minute or two to appear, as it loads every road in your database. Please be patient.

Location	
Road	1939 ACHILLES DRIVE
Start	0 m SH 1
End	155 m END OF ROAD

Area	
Local Area	TAIHAPE
Sub Area	
Hierarchy	LOCAL
Class	1

General	
Asset Owner	Local Authority
Lighting Category	

Select a Lighting Category from the drop-down list in the **Lighting Category** field.

You can then configure and generate the Lighting Category Performance Report (on page 228) to show lighting performance by carriageway. You can also use this report to find those carriageways that have not been assigned a Lighting Category.

If your database is an installed version (on a standalone computer) any changes to this column in the carriageway table are sent back as part of the Data Transfer (on page 204) process. You won't be able to maintain any other values in Carriageway as your database is not the master version.

Default Values

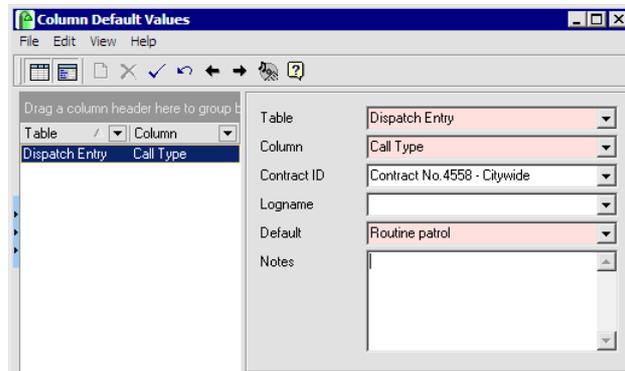
This Maintenance window sets the defaults for a number of tables and related columns in RAMM Street Lights. Select **Maintenance > Default Values** to launch it.

This is useful when completing the various fields in the Claim Line, Dispatch Entry, Patrol, Power Supply Point and Street Light asset windows.

Below are the tables that are available.

Claim Line	mt_dispatch_claim
Dispatch Entry	mt_dispatch
Patrol	mt_patrol
Power Supply Point	sl_power_supply
Street Light Bracket	sl_bracket
Street Light Cable	sl_cabling
Street Light Light	sl_light
Street Light Pole	sl_pole

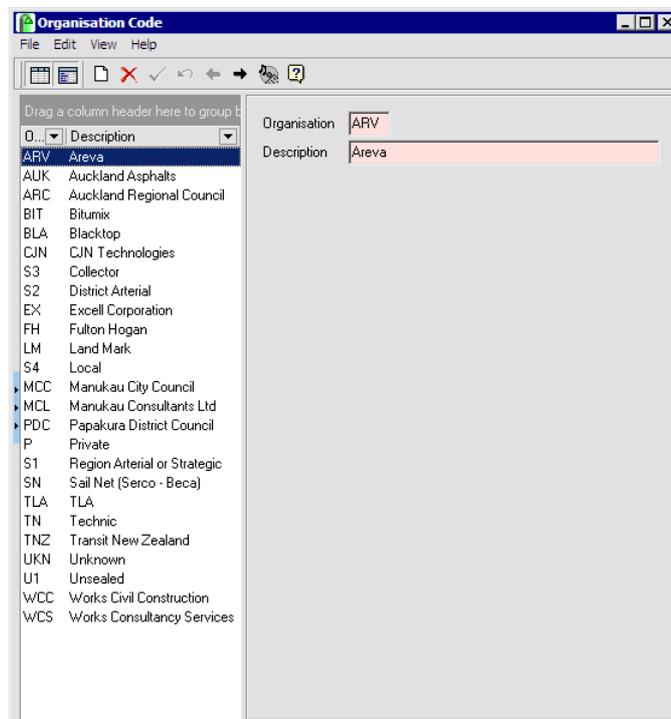
For example, you can choose to set the defaults for *new Dispatches in a particular contract to have a Call Type of Routine Patrol*. You would set up the values for the Dispatch Entry table and related Call Type column as follows.



Save and close the window when done. ~a

Organisation

All organisations in RAMM Street Lights are now set up in a single maintenance window. Select **Maintenance > Organisation** from the main RAMM Street Lights window to launch it.



These organisations are then made available for drop-down lists in the fields of the various windows in which they are required- for example, when setting up Staff Permissions.

Working with Databases

This section describes how to create, maintain and transfer databases.

NOTE: The options below refer to databases that are being accessed from installed versions of RAMM Street Lights. Data Transfer is not applicable if you're using a live database on the RAMM Hosting service (on page 299), since your database is being maintained and backed up by CJN Technologies.

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Data Transfer

Data Transfer in RAMM Street Lights is essential to synchronise the Network Owner / Council database and the Consultant /Contractor database so that they hold the same information.

Select **Actions > Data Transfer** from the main RAMM Street Lights window to access these options.

The Data Transfer screen is specific to the type of user. The options you see will depend on whether you are a Council, Contractor or a Consultant.

Contractors and Consultants may share data with a Council (and vice versa) by transferring copies of the current database.

Overview

At the beginning of every contract, the Network Owner / Council has the responsibility of unloading the Street Light data into an .slm file for transferring either to the Consultant or to the Contractor. (If the Council is dealing with the Consultant, the Consultant has the responsibility of unloading the data once again for the Contractor).

At the end of every contract, the organisation maintaining the Street Light data will always unload it into a .slm file to be sent back to the source. If this is a Contractor working with a Consultant, the Contractor's updated .slm file needs to be loaded into both the Consultant's database as well as the Council's so that all copies of the Street Light network are up to date.

CAUTION: Only one organisation may maintain the data at any time; either the Network Owner, a Consultant or a Contractor, and only a single RAMM Street Lights maintenance contract may be awarded, rather than having two Contractors maintaining half the data each. While the RAMM Street Lights data is being maintained by a Consultant or Contractor, no changes should be made to the data stored at the Network Owner end.

If the Network Owner maintains their own network and database, Data Transfer is not necessary.

Data Transfer for Councils

Select **Actions > Data Transfer** from the main RAMM Street Lights window.

NOTE: These Data Transfer options are for Network Owners / Councils only. Remember that only one organisation should maintain the Street Light data (*either* the Council *or* the Contractor *or* the Consultant), and this data should be transferred to all other copies of the database at regular intervals.



► To Unload Data to Consultant/Contractor

This should be done at the beginning of every contract.

NOTE: This option will be unavailable if a contract has already been unloaded and not completed.

- 1 Select **Unload data for new contract** on the **Consultant** or **Contractor** tab as appropriate.
- 2 Click the browse button , set the directory path and name of the file to be produced, and click **OK**.
- 3 This will bring up the **Unload** dialog box. Here the contract to unload should be selected, and any notes to be sent to the Consultant/Contractor can be included.
- 4 Clicking **OK** here begins the unload process.
- 5 When the unload is complete, close the window.
- 6 You can now send the .slm file to the Consultant or Contractor by email or disk.

► To Load Data from Consultant/Contractor

At regular intervals and at the end of every contract, the database must be loaded back into your copy. For the steps below, we assume you have received the .slm file containing the database changes from the Consultant/Contractor.

- 1 Select **Actions > Data Transfer** from the main RAMM Street Lights window menu.
- 2 Select **Load data from Consultant** on the **Consultant** tab or **Load data from Contractor** on the **Contractor** tab as appropriate.
- 3 Click the browse button , set the directory path and name of the .slm file to load the data from, and click **OK**.
- 4 After the file is uncompressed, the **Load** dialog box will be brought up displaying a description of the file to be loaded, the date it was unloaded, by whom, the contract ID, and any notes written by the person who unloaded it. If these details are correct then click **OK** to proceed with the load process, otherwise click **Cancel**.
- 5 While the load is proceeding, if RAMM Street Lights detects that changes have occurred to any of the core tables since this contract was started, these will be displayed in a dialog box. You may choose **Cancel** to abort the load and investigate the changes further, or **OK** to continue loading and deal with problems later.
- 6 When the load is complete, close the window.
- 7 When you next start RAMM Street Lights, your database will reflect the loaded changes.

Data Transfer for Consultants

Select **Actions > Data Transfer** from the main RAMM Street Lights window menu.

NOTE: These Data Transfer options are for Consultants only. Remember that only one organisation should maintain the Street Light data (*either the Council or the Contractor or the Consultant*), and this data should be transferred to all other copies of the database at regular intervals.

At the beginning of every contract, the Street Light data must be transferred *from* the Council and *to* the Contractor. At the end of the contract and at regular intervals, the Street Light data must be transferred back *from* the Contractor and *to* the Council. This will ensure that all three copies of the database are up to date.



► To Unload Data to Council or to Contractor

- 1 Select the appropriate tab and action for the Data Transfer you wish to perform.
- 2 Click the browse button , set the directory path and name of the file to be produced, and click **OK**.
- 3 This will bring up the **Unload** dialog box. Here the contract to unload should be selected, and any notes to be sent to the Council or Contractor can be included.
- 4 Clicking **OK** here begins the unload process.
- 5 When the unload is complete, close the window.
- 6 You can now send the .slm file to the Council or the Contractor by email or disk.

► To Load Data from Council or from Contractor

For the steps below, we assume you have received the .slm file containing the database changes from the Council or the Contractor.

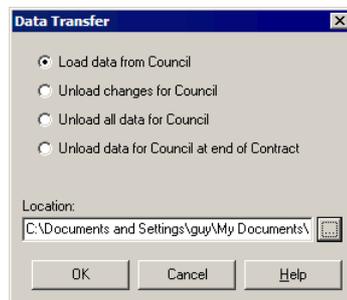
- 1 Select **Actions > Data Transfer** from the main RAMM Street Lights window menu.
- 2 Select the appropriate tab and action for the Data Transfer you wish to perform.
- 3 Click the browse button , set the directory path and name of the .slm file to load the data from, and click **OK**.
- 4 After the file is uncompressed, the **Load** dialog box will be brought up displaying a description of the file to be loaded, the date it was unloaded, by whom, the contract ID, and any notes written by the person who unloaded it. If these details are correct click **OK** to proceed with the load process, otherwise click **Cancel**.
- 5 While the load is proceeding, if RAMM Street Lights detects that changes have occurred to any of the core tables since this contract was started, these will be displayed in a dialog box. You may choose **Cancel** to abort the load and investigate the changes further, or **OK** to continue loading and deal with problems later.
- 6 When the load is complete, close the window.

When you next start RAMM Street Lights, your database will reflect the loaded changes.

Data Transfer for Contractors

Select **Actions > Data Transfer** from the main RAMM Street Lights window menu.

NOTE: These Data Transfer options are for Contractors only. Remember that only one organisation should maintain the Street Light data (*either* the Council *or* the Contractor *or* the Consultant), and this data should be transferred to all other copies of the database at regular intervals.



Load Data from Council

At the beginning of every contract, the Street Light network data must be loaded from the Council or the Consultant.

► To Load Data from Council (or from Consultant)

For the steps below, we assume you have received the .slm file containing the database. If you haven't, see Installing RAMM Street Lights (on page 50).

- 1 In the Data Transfer window select **Load data from Council**. Use this option for a .slm file received from the Consultant as well.
- 2 Click the browse button , set the directory path and name of the .slm file to load the data from, and click **OK**.
- 3 After the file is uncompressed, the **Load** dialog box will be brought up displaying a description of the file to be loaded, the date it was unloaded, by whom, the contract ID, and any notes written by the person who unloaded it. If these details are correct then click **OK** to proceed with the load process, otherwise click **Cancel**.
- 4 While the load is proceeding, if RAMM Street Lights detects that changes have occurred to any of the core tables since this contract was started, these

will be displayed in a dialog box. You may choose **Cancel** to abort the load and investigate the changes further, or **OK** to continue loading and deal with problems later.

- 5 When the load is complete, close the window.

When you next start RAMM Street Lights, your database will reflect the loaded changes.

Unload Changes for Council

CAUTION: This option is exclusively for Contractors using Informix databases that support triggers and procedures. If you're using an MS Access database you should *not* use this option.

As you work with your Informix database, its log files will be updated for the data that has been changed. These logs are used to unload *only* the data that has changed, and not the entire database. Once the unload is complete, the logs will be cleared.

When the .slm file is sent to the Council, RAMM Street Lights checks the file to ensure that the previous file was loaded before loading the new changes. If it hasn't, RAMM Street Lights will generate an error message.

NOTE: When using this option it's important that all files are loaded in the correct sequence, and RAMM Street Lights will compare dates and changes to ensure this.

► To Unload Changes for Council

For the steps below, we assume you are using Informix and you have made some changes to your database that need to be synchronised with the Council database.

- 1 In the Data Transfer window select **Unload changes for Council**.
- 2 Click the browse button , set the directory path and name of the .slm file to create, and click **OK**.
- 3 The **Unload** dialog box will open, identifying the Contract and other information to be unloaded. Click **OK** to proceed or **Cancel** to abort.
- 4 When the unload is complete, close the window.
- 5 You can now send the .slm file you have created to the Council by disk or email.

Unload All Data for Council

This option unloads all data from the Street Light tables and all the information for the selected contract. Use this option if you're running RAMM Street Lights on a stand-alone computer.

At the Council end, loading a file generated from this process will result in all Street Light data being deleted from the Council machine and the new data and lookups being loaded. If the Council is using Asset Valuation for the Street Light data, RAMM Street Lights will try to repopulate this information where the assets have not changed.

NOTE: This option will be unavailable if a contract has already been unloaded and not completed.

► To Unload All Data for Council

- 1 In the Data Transfer window select **Unload all data for Council**.
- 2 Click the browse button , set the directory path and name of the file to be produced, and click **OK**.
- 3 This will bring up the **Unload** dialog box. Here the contract to unload should be selected, and any notes to be sent to the Council can be included.
- 4 Clicking **OK** here begins the unload process.
- 5 When the unload is complete, close the window.
- 6 You can now send the .slm file to the Council by email or disk.

Unload Data for Council at End of Contract

This option unloads all the data as described above, and performs the additional task of setting the contract status to *Closed* in the current database. Once this is done, the contract will no longer be available to you.

The contract will be flagged as *Closed* at the Council end as well when the data is loaded into the Council database.

► To Unload Data for Council at End of Contract

- 1 In the Data Transfer window select **Unload all data for Council at End of Contract**.
- 2 Click the browse button , set the directory path and name of the file to be produced, and click **OK**.

- 3 This will bring up the **Unload** dialog box. Here the contract to unload should be selected, and any notes to be sent to the Council can be included.
- 4 Clicking **OK** here begins the unload process.
- 5 When the unload is complete, close the window.
- 6 You can now send the .slm file to the Council by email or disk.

Contract Details – Load Dates

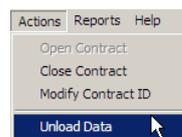
Load dates are shown in the Contract Details window (**Maintenance > Contract Details**). Any Data Transfer action will cause one of these three fields to be updated.

- **Initial load.** The date on which the initial unload from the Council was done.
- **Last Update.** The date of the most recent Data Transfer back to the Council.
- **Final Load.** The date on which all of the data was returned to the Council.

Occasionally the dates get out of step, and we have set up options to help correct this.

Council Options

If you are a Network Owner / Council, the **Actions** menu gives you an option to clear the initial load date and allow you to **Unload Data** again, for the purpose of re-sending it to the Consultant or Contractor.



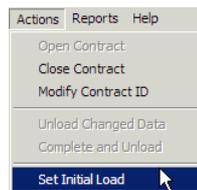
You would only use this if for some reason the Consultant or Contractor had not received the data which you had sent previously, or could not load it successfully.

CAUTION: This feature should never be used if the contract is already in use by the Consultant or Contractor. In such a case, a new contract should be started, unloaded and sent to the Consultant or Contractor, once the current contract has ended and been loaded back at the Network Owner's end.

The option to clear the final load date is available to you if there is a need to reload the data sent from a Contractor or Consultant. This would be used only if there was a problem with the loaded data and you needed to load it again.

Contractor Options

The option to **Set Initial Load** date is only available to the Contractor.



This would be needed in a case where the Contractor had loaded the data from the Council, but the initial load date had not been set. Unless the initial load date is set, the Contractor will not be allowed to unload his (changed) data for sending back to the Council.

This may occur if the database has been created from a type of file other than a .slm - for example, a .cjsx file.

Reporting

RAMM Street Lights has the ability to generate a number of reports to help with your decision making. This section tells you about these reports.

Some reports are presented in the CJN Decision Cube format (see "Decision Cube" on page 217), and some reports are generated directly from the RAMM Street Lights windows.

You will generally always have the ability to preview the report before you print it, and have the option to save it in other formats (Microsoft Excel Spreadsheets, Quick Reports).

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Viewing and Saving Previews and Reports

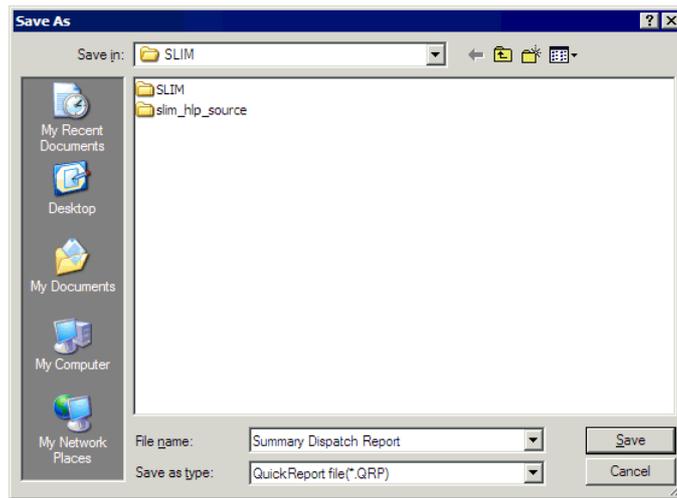
RAMM Street Lights facilitates the saving of previews as separate files in a number of different formats.

This is useful for documentation, or if you need to transfer the report to another location. Once you've saved the file, you can send it anywhere by disk or email.

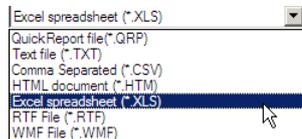
► To Save a Preview as a File

- 1 In any preview window in RAMM Street Lights, click the **Save** button.

- RAMM Street Lights will bring up a window that allows you to set the name and the location of the saved file.



Click the drop-down arrow for the **Save As Type** field if you wish to choose a different file type.



Click **Save** to save your file at the chosen location.

- Click **Close** to exit the preview window when you are done.

► **To View a Saved Preview File**

- Click **Reporting > Open Preview file** from the main RAMM Street Lights window.

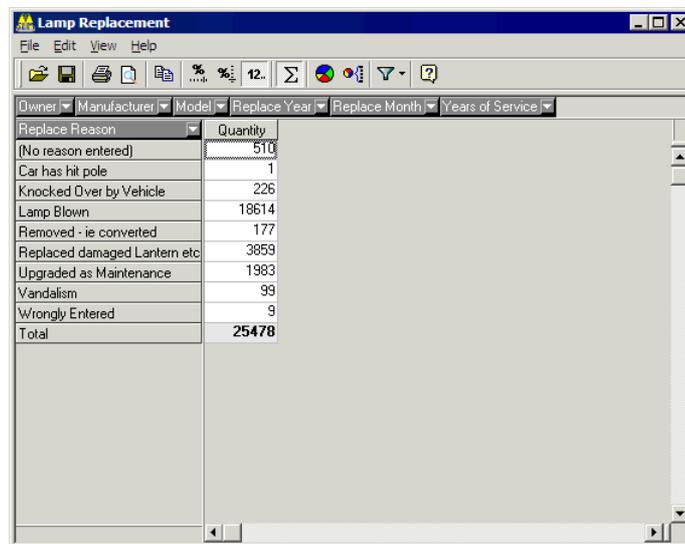
-OR-

If you're already in a preview window, click the **Open** button on the toolbar.

- You'll see an Open File window similar to the window above. Navigate to the location of your file and click Open to open it.
- Click Close to exit the preview window when you are done.

Decision Cube

The Decision Cube is a powerful analysis tool for looking at your data in a number of ways. It can be launched from any toolbar that contains the **Decision Cube** button .



Replace Reason	Quantity
(No reason entered)	510
Car has hit pole	1
Knocked Over by Vehicle	226
Lamp Blown	18614
Removed - ie converted	177
Replaced damaged Lantern etc	3859
Upgraded as Maintenance	1983
Vandalism	99
Wrongly Entered	9
Total	25478

It is essentially a context sensitive pivot table that will populate the cube with available data, and present you with a number of grid headers **Activity** that you can click and drag with your mouse to change the cube views.

The grid header can be filtered to further refine the information they show and save the settings.

The results of your analysis can be printed, or saved in the following formats:

- Microsoft Excel spreadsheet format.
- CJN Decision Cube format.

Decision Cube Toolbar

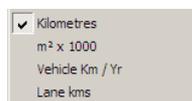
In addition to the standard RAMM Street Lights toolbar buttons, the Decision Cube has some unique controls.

-  **Percent view across rows.** Use this button to display percentages horizontally instead of numeric values (see below).

- Percent view across columns.** This control displays percentages vertically.

NOTE: If you have switched totals on, the totals of the cells in the direction opposite to that which you have selected should be ignored. For example, if you have selected **Percent view across rows**, the *correct* totals for those rows will show 100%. All other totals should be ignored.
- Numeric View.** This is the default view, and will show absolute (numeric) values.
- Show Totals.** This will add totals to both the horizontal and vertical series.
- Graph.** Generates a graph of the Cube information. You can choose the design and colours of the graph as well.
- Graph selection.** Will generate a graph for the current selection - you will need to select the cell/s you wish to view in the graph before using this tool.
- Filter.** You can use this tool to refine your Cube view and save it so that it is applied each time you call up the relevant Cube.

The **View** Menu of the Decision Cube window also has controls for showing you other data items. These controls will be specific to the cube you are viewing.



Sorting Grid Headers Horizontally or Vertically

The advantage of the Decision Cube is that you can view your data in different ways. This is controlled by where you place the Header you want to sort by - either horizontally, or vertically.

► To Sort Grid Headers Horizontally

Drag the Grid Header you require (for example, **Replace Year**) downwards and release it when you see a horizontal green line.

The screenshot shows the 'Lamp Replacement' report window. The 'Replace Year' header is positioned vertically above the 'Quantity (%)' column. The data table is as follows:

Replace Reason	Quantity (%)
(No reason entered)	0.08%
Knocked Over by Vehicle	0.74%
Lamp Blown	3.52%
Removed - ie converted	0.28%
Replaced damaged Lantern etc	82.41%
Upgraded as Maintenance	10.93%
Vandalism	2.04%
Total	100.00%

The result of adding that particular grid header will be arranged in horizontal columns as follows:

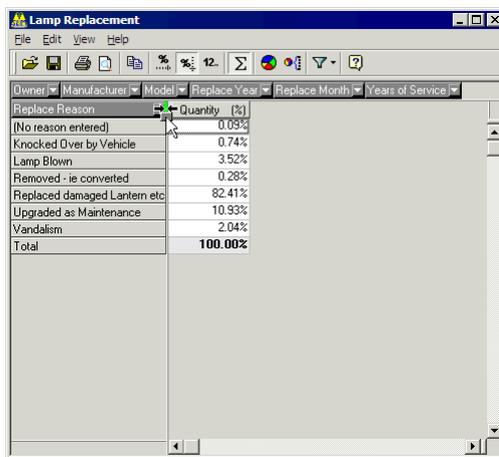
The screenshot shows the 'Lamp Replacement' report window with 'Replace Year' as a horizontal header. The data table is as follows:

Replace Reason	Replace Year		Total
	2002	2003	
(No reason entered)	0.11%		0.09%
Knocked Over by Vehicle	0.44%	2.29%	0.74%
Lamp Blown	2.98%	6.23%	3.52%
Removed - ie converted	0.33%		0.28%
Replaced damaged Lantern etc	82.32%	82.86%	82.41%
Upgraded as Maintenance	11.82%	6.23%	10.93%
Vandalism	1.99%	2.23%	2.04%
Total	100.00%	100.00%	100.00%

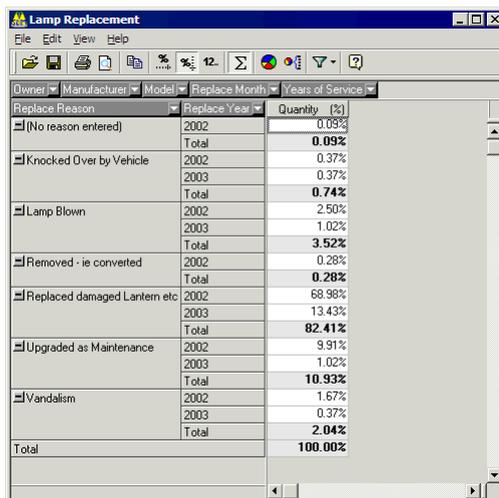
If this is not the result you expected, you can simply drag the **Replace Year** grid header back to its original position.

► **To Sort Grid Headers Vertically**

Drag the **Replace Year** grid header downwards and release it when you see a vertical green line.



The cube will arrange the same results in vertical columns instead.



Decision Cube Filter

A filter is available within the Decision Cube to refine the data returned by the Cube and ensure that your Cube isn't cluttered with unnecessary information.

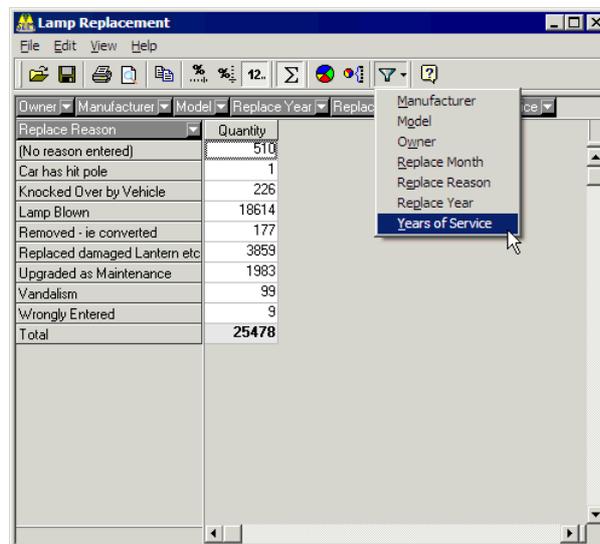
Once you define your filter criteria, the settings are saved into the system so that the relevant Cube will always apply that criteria automatically.

NOTE: When a filter is applied to a Decision Cube View, the window title bar will contain the word *Filtered*. To clear the filter, see below.

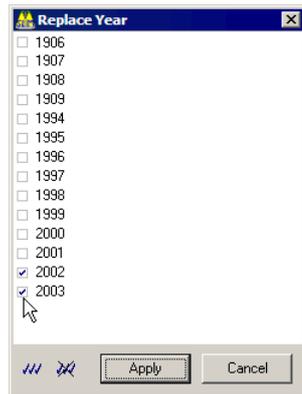
► Applying a Filter to a Cube View

You have a choice of three alternative methods of applying a filter to a Cube View.

- 1 Click the Filter button drop-down list  on the Decision Cube toolbar and click the relevant grid header you wish to define a filter for:



This will bring up a window where you can select and deselect filter fields for the chosen grid header as required. You can also use the **Tick All**  and **Tick None**  buttons:

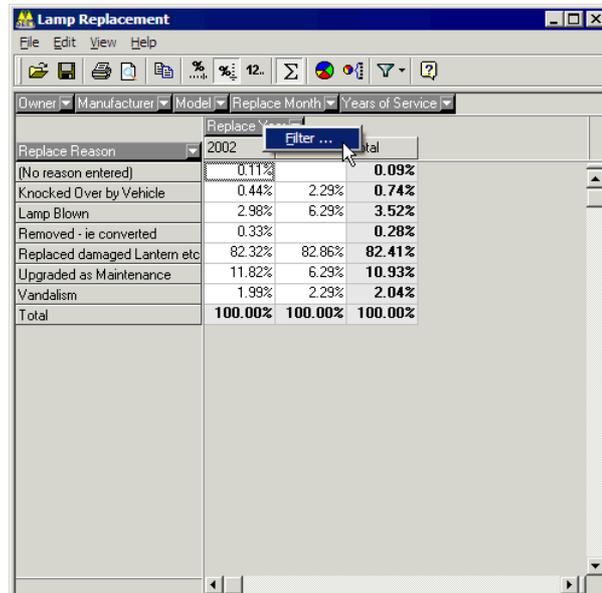


and click **Apply** to view the results of your actions

-OR-

- 2 Right-click any Grid Header **Replace Year** .

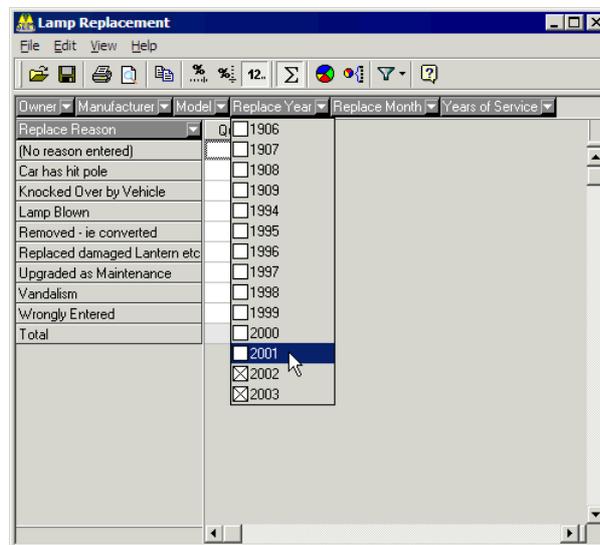
left-click the Filter... button that pops up:



Select or deselect the filter fields as required, and click **Apply** to view the results of your actions

-OR-

- 3 Click the drop-down arrow at the right hand edge of each grid header , select or deselect the filter fields as required from the list that pops up:



and click anywhere else inside the Cube window to view the results of your actions.

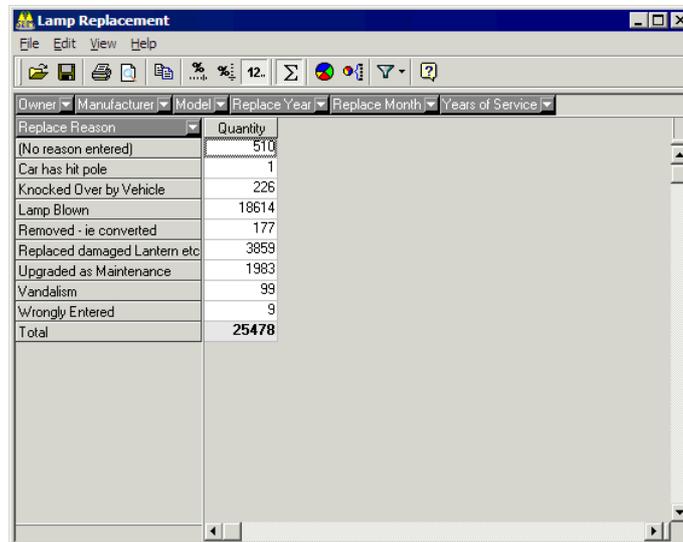
► Returning a Cube View to its Original (Unfiltered) State

- Click **View > Default Layout** from the Decision Cube **Menu** bar.

Example - Analysing Lamp Replacements with the Decision Cube

► To Analyse Lamp Replacements with the Decision Cube

- 1 Select **Reporting > Asset Replacement > Lamps** from the RAMM Street Lights main window.



The screenshot shows a software window titled 'Lamp Replacement' with a menu bar (File, Edit, View, Help) and a toolbar. Below the toolbar is a grid of filter headers: Owner, Manufacturer, Model, Replace Year, Replace Month, and Years of Service. The main area displays a table with two columns: 'Replace Reason' and 'Quantity'.

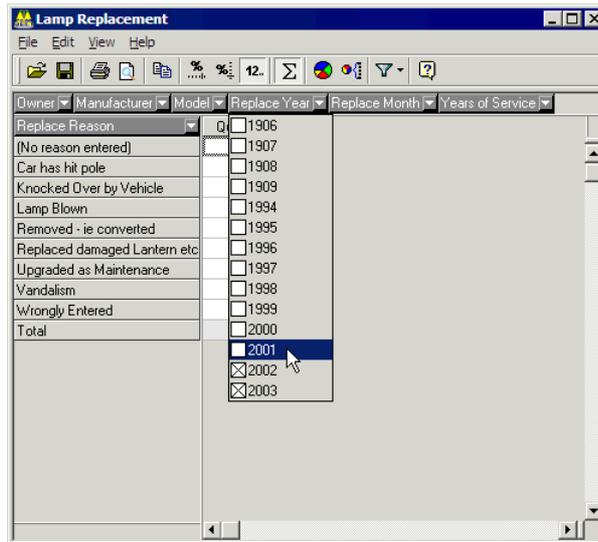
Replace Reason	Quantity
(No reason entered)	510
Car has hit pole	1
Knocked Over by Vehicle	226
Lamp Blown	18614
Removed - ie converted	177
Replaced damaged Lantern etc	3859
Upgraded as Maintenance	1983
Vandalism	99
Wrongly Entered	9
Total	25478

The cube currently shows Lamp **Quantity** by **Replace Reason**. For our example, we will add the **Replace Year** grid header to sort the Lamp replacements by Year and Reason.

TIP: Select **View** from the menu bar to choose how the Cube values are reported. The defaults are **Show Totals** and **Quantity**. For this example, we wish to reflect the values in percentages, so add **As Percent in Column**, and the values will change to percentages.

- 2 Since we don't need to analyse all Lamp replacements but just the ones in 2002 and 2003, we can remove other years from our Cube view with the filter. You can do this three ways:
 - Click the drop-down arrow  at the right hand edge of each grid header to bring up a list of filter fields (in this case, replacement years)
 - Use the filter from either the Menu bar or

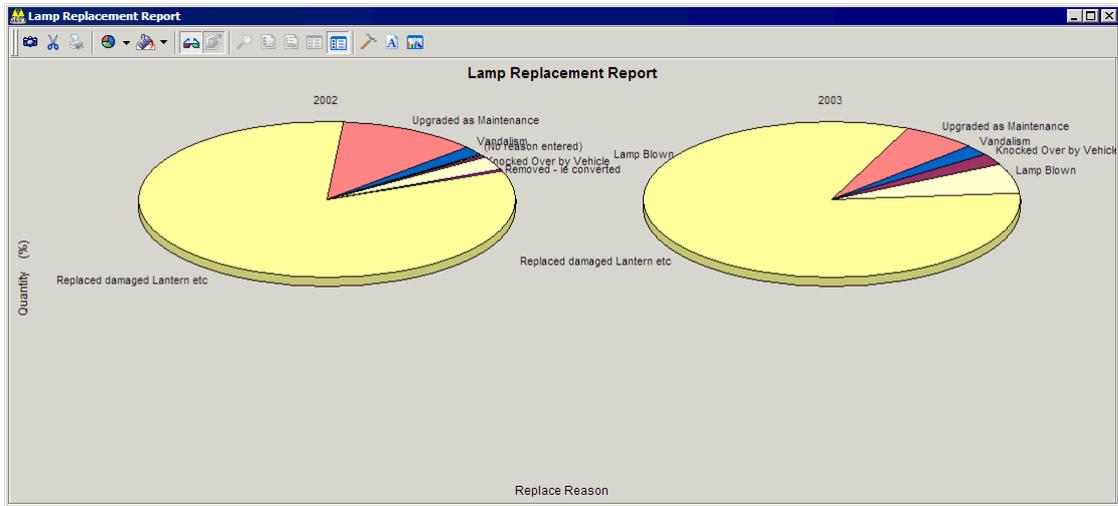
- Use the right-click context menu to bring up the filter on the grid header. For more information, see Decision Cube Filter (on page 221).



- Now drag the **Replace Year** grid header down to the existing grid header, **Replace Reason**. This can be done two ways, and each way will display the same information horizontally or vertically (see "Sorting Grid Headers Horizontally or Vertically" on page 219).
- You have a number of options to record the results.
 - You can save the cube as a *Cube file* or an *Excel spreadsheet* by using the **Save As** option on the **File** menu of the decision cube window.
 - You can print the cube.
 - You can generate a standard graph or chart from the data displayed. Click the **Graph** button  on the toolbar, or
 - Select a specific number of cells and then click **Graph Selection** button  to build a chart or graph for just the selected cells.

For the graph below, we have placed the Replace Year grid header horizontally, and then generated pie graphs for the two years.

NOTE: The default graph design is a 3D bar graph. You can change the type of graph, colour schemes and legend displays from the graph toolbar.

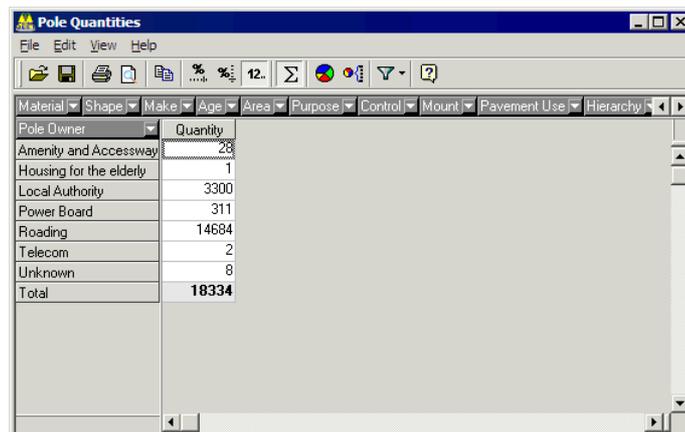


Asset Management

The reports available from the Asset Management menu show you information relevant to the utilisation, location and performance of your assets.

Pole, Bracket and Light Reports

Select **Reporting > Asset Management > [Pole Quantities / Bracket / Light]**.



The screenshot shows a software window titled "Pole Quantities" with a menu bar (File, Edit, View, Help) and a toolbar. Below the toolbar is a row of dropdown menus: Material, Shape, Make, Age, Area, Purpose, Control, Mount, Pavement Use, and Hierarchy. The main area contains a table with two columns: "Pole Owner" and "Quantity".

Pole Owner	Quantity
Amenity and Accessway	28
Housing for the elderly	1
Local Authority	3300
Power Board	311
Roading	14684
Telecom	2
Unknown	8
Total	18334

These reports are all in decision cube format, and will show you the selected asset by asset owner / asset type and quantity by default. You can add other grid headers to add more details to the report. For more information on working with cubes, see Decision Cube (on page 217).

Lighting Category Performance Report

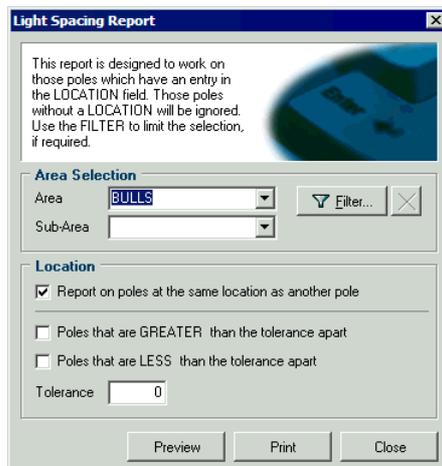
Select **Reporting > Asset Management > Lighting Category Performance** to enter options for this report.



Lighting Categories relate to the Lux Survey (on page 197). This report measures the effectiveness of the Lighting Categories linked to roads or carriageways. Make your selections on the dialog box above and click **Preview** or **Print** to generate the report.

Light Spacing Report

The Light Spacing Report is generated by selecting **Reporting > Asset Management > Light Spacing Report**.



This dialog box gives you some options on the report contents.

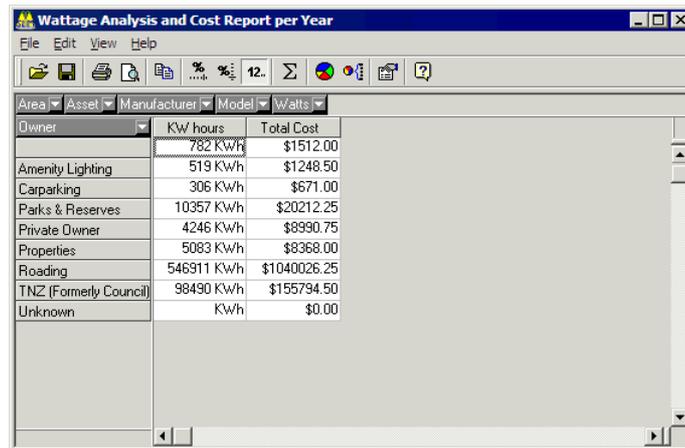
You can choose to show all Poles within a selected Area and/or Sub-Area, and combine that with a minimum and maximum tolerance in metres.

You can also select whether to include duplicate Poles.

Make your selections and click **Preview** or **Print** to generate the report.

Wattage Analysis Report

Wattage Analysis - Reporting > Asset Management > Wattage Analysis

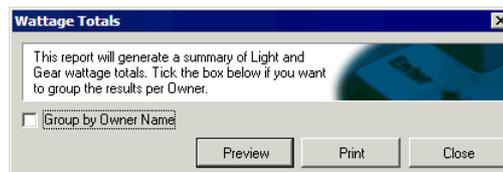


Owner	KW hours	Total Cost
	782 KWh	\$1512.00
Amenity Lighting	519 KWh	\$1248.50
Carparking	306 KWh	\$671.00
Parks & Reserves	10357 KWh	\$20212.25
Private Owner	4246 KWh	\$8990.75
Properties	5083 KWh	\$8368.00
Roading	546911 KWh	\$1040026.25
TNZ (Formerly Council)	98490 KWh	\$155794.50
Unknown	KWh	\$0.00

This cube shows you a Wattage Analysis and Cost Report by Street Light owner. You can add other grid headers to add more details to the report. For more information on working with cubes, see Decision Cube (on page 217).

Wattage Report

Select **Reporting > Asset Management > Wattage Report** to generate a standard report on wattage for different Gear and Light configurations on your network.



This report will generate a summary of Light and Gear wattage totals. Tick the box below if you want to group the results per Owner.

Group by Owner Name

Preview Print Close

This dialog box allows you to group Gear and Light wattage totals either by Make or by owner.

Make your selections and click **Preview** or **Print** to generate the report.

Rating Analysis Report

The Rating Analysis report is generated by selecting **Reporting > Asset Management > Rating Analysis**.

Click the button for the asset you wish to run the rating analysis for- **Poles, Brackets** or **Lights**.



There may be delay while RAMM Street Lights builds the necessary tables - please be patient.

It will then show you a decision cube for the asset. By default the cube will first show *Quantity*, but you can drag and drop in a grid header of your choice to generate the Rating Analysis you wish to see.

For more information on working with cubes, see Decision Cube (on page 217).

Rating Analysis Report (Example)

► How to Generate a Rating Analysis Report

In this example, we look at a simple analysis of assets rated earlier. See Rating Categories (on page 187) for more information.

- 1 Select **Reporting > Asset Management > Rating Analysis** to set up the cube.
- 2 After the temporary tables are built, RAMM Street Lights will ask you to choose an asset (see above). Click **Lights**.
- 3 The cube will initially show *Quantity*. Drag and drop the following Grid Headers into the cube respectively:
 - **Road Name**
 - **Lantern**

If you placed the headers to show the result in vertical columns, it should look like this:

Road Name	Lantern	Quantity
BAYVIEW ROAD - BROWNSBAY	Excellent, (no work required)	5
BAYVIEW ROAD - HAURAKI	Excellent, (no work required)	6
BEACH HAVEN ROAD	Average, (min work required)	7
	Good, (minor work may be req)	42
	Poor,(sbs work rqd within 1yr)	1
BEACH ROAD	Excellent, (no work required)	330
	Good, (minor work may be req)	2
	Poor,(sbs work rqd within 1yr)	2
	Unrated	10
	Very Poor, (urg. repl/teh rqd)	2
BEACH ROAD (ONEWA)	Excellent, (no work required)	2
BEACHFRONT LANE	Excellent, (no work required)	16
	Good, (minor work may be req)	6
ΒΡΑΧΗΝΙ Μ ΒΡΑΔ	Excellent (no work required)	3

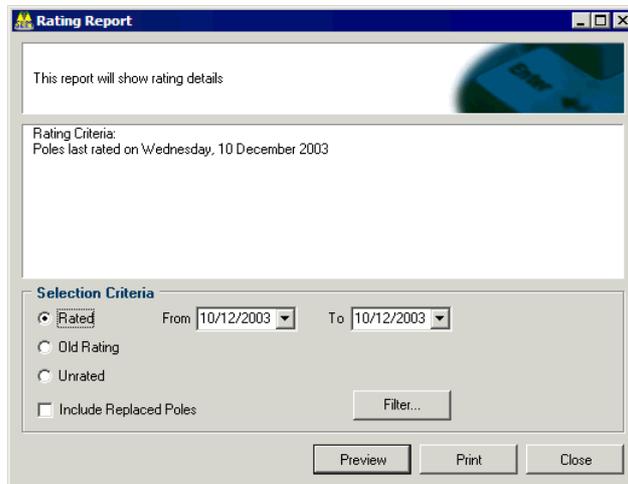
- 4 You can add more grid headers to your analysis, for example **Light Make** and **Light Model**. You may also need to use the scroll bar and resize the window to see the results as applied to a particular street.

Road Name	Lantern	Light Make	Light Model	Quantity	
BEACH ROAD	Poor,(sbs work rqd within 1yr)	Gough	Kowhai 100 (90 SOX lamp)	1	
		GEC	Optimum (minor road)	1	
	Excellent, (no work required)	Gough	Goughlite 500	25	
			Goughlite 600	119	
			Goughlite 600 aero	10	
			Goughlite 700	5	
			Kowhai 100 (90 SOX lamp)	7	
			Sylvania	Architectural/decorative	6
				B2001_pole top light	10
	B2222	19			
	B3000	80			
	Unknown	Maxi urban	19		
		Roadster	8		
	Unrated	Unrated	Belisha Beacon	2	
			Unknown	19	
	Good, (minor work may be re	Good, (minor work may be re	Gough	Goughlite 600	2
			Gough	Kowhai 100 (90 SOX lamp)	2
	Poor,(sbs work rqd within 1yr)	Poor,(sbs work rqd within 1yr)	GEC	Optimum (minor road)	1
			Gough	Goughlite 500	1
			Sylvania	B3000	1
Night Owl				4	
Unknown			Roadster	1	
Unknown			Unknown	2	
Very Poor, (urg. repl/teh rqd)			Very Poor, (urg. repl/teh rqd)	Sylvania	Architectural/decorative
	Sylvania	Maxi urban		1	
BEACH ROAD (ONEWA)	Excellent, (no work required)	Sylvania	B2222	1	
		Sylvania	B2224	1	
BEACHFRONT LANE	Excellent, (no work required)	Fisher Vogue	70w Decorative	7	
		Sylvania	B2222	3	

5 You can now print the report or close the window to exit Rating Analysis.

Rating Report

Select **Reporting > Asset Management > Rating Report** to generate this report.



You can set a number of options for this report- a date range for rated assets, or whether the report shows old ratings or unrated assets.

You can also Filter the assets (see "Filters" on page 139) and include replaced Poles in the report.

Make your selections and click **Preview** or **Print** to generate the report.

Electricity and Maintenance Cost Report

Selecting **Reporting > Electricity Maintenance** generates a report of Electricity and Maintenance charges for the previous month.

The costs are based on the Maintenance Charge per Lamp Model, a fixed daily electricity charge and a variable electricity charge per KWh (kilowatt hour).

Electricity & Maintenance Cost

This report will generate an overview of the Electricity and Maintenance costs for June 2003.

Use Power Company Values

PowerCo Fixed charge 0.6

Variable charge 0.8

Total Darkness (hrs) 4250

Check for Default Value

Fixed Electricity charge per Lamp per Day

Variable Electricity charge per KWh

Total Hours of Darkness per year

Preview Print Close

If you have ticked **Power Company** in Database Options (on page 166), *and* set up at least one Power Company (on page 184), you can select to apply the charges which have been entered for that power company to the report by choosing the relevant power company name from the drop-down list below the **Use Power Company Values** tick option.

Alternatively, you can deselect the **Use Power Company Values** option, and use the default values (if any), which were entered as Electricity Charges (on page 167).

You can also untick each of the default values in the *Check for Default Value* section of the window, and type in your own values in the corresponding entry boxes on the right.

Electricity & Maintenance Cost

This report will generate an overview of the Electricity and Maintenance costs for August 2003.

Use Power Company Values

Fixed charge

Variable charge

Total Darkness (hrs)

Check for Default Value

<input checked="" type="checkbox"/>	Fixed Electricity charge per Lamp per Day	1.3
<input checked="" type="checkbox"/>	Variable Electricity charge per KWh	0.85
<input checked="" type="checkbox"/>	Total Hours of Darkness per year	4250

Preview Print Close

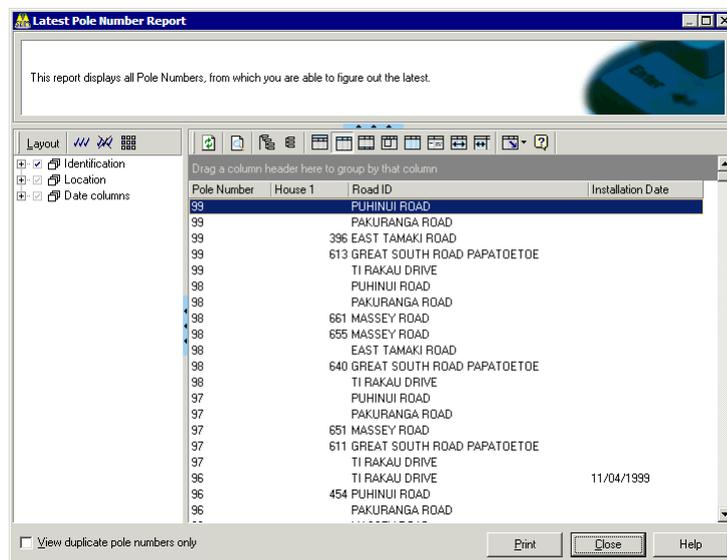
Click **Close** when you are done.

Latest Pole Numbers

When installing new assets in RAMM Street Lights you sometimes require the next available Pole number.

This report generates a list of all Pole numbers in your database, from which you're able to elicit the latest.

Select **Reporting > Asset Management > Latest Pole Number Report** from the main RAMM Street Lights window to generate this report.



Asset Replacement

Select **Reporting > Asset Replacement** to generate a number of decision cube reports pertaining to asset replacement.

The steps to generate the various cube reports for Poles, Brackets, Lights, Gear and Lamps are the same.

Since we have looked at generating a Lamp Replacements decision cube report earlier, see Example - Analysing Lamp Replacements with the Decision Cube (on page 224).

Warranty Failure Report

The Warranty Failure Report enables you to compare expected against actual asset performance.

Select **Reporting > Asset Replacement > Warranty Failure Report**.



Select a date range and whether you would like a Full Report and/or Summary.

Click **Preview** or **Print** to generate the report.

Contract Management

The **Reporting > Contract Management** menu generates a number of reports that deal with the Contract, Claims and Dispatches.

Claim Analysis Report

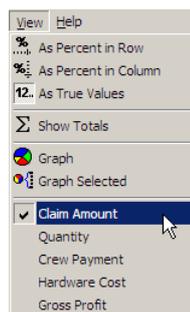
The Claim Analysis Report is a general report that analyses all Claims relevant to your network.

For specific reports about individual Claims, see Claim Reports (on page 161).

Select **Reporting > Claim Analysis Report** to bring up a decision cube that summarises Claims on all contract items by Claim Year.

Contract Item	Claim Year	Claim Amount
13a 13a S&l of 1.8m Spunlight concrete column sh	2002	\$483.34
13b 13b S&l of 1.8m Spunlight concrete column me	2002	\$241.67
15 15 S&l of photocell	2002	\$79.52
17a 17a S&l of fuse carrier (Average for all typ	2002	\$711.14
17b 17b S&l of fuse base (Average for all types	2002	\$933.90
18 18 Test supply and installation of fuse link	2002	\$794.43
1a1 1a1 S&l of separate 90watt sox lamp	2002	\$369.66
20a 20a S&l of separate external ignitor. Avenge	2002	\$102.52
21a 21a S&l of cable up column (internal) from b	2002	\$51.09
22 22 Replacement service chamber cover for free standing col	2002	\$521.41
25 25 Spares as specified	2002	\$4000.00
2a1 2a1 S&l of Complete HPS SON luminaire 70watt	2002	\$6500.13
2a2 2a2 S&l of Complete HPS SON lum 100-110watt	2002	\$820.76
2a3 2a3 S&l of Complete HPS SON luminaire 150wat	2002	\$773.25
2a4 2a4 S&l of Complete HPS SON luminaire 250wat	2002	\$270.51
3a1 3a1 S&l of a separate 70w SON lamp.	2002	\$3706.56
3a2 3a2 S&l of a separate 100-110w SON lamp.	2002	\$3144.70
3a3 3a3 S&l of separate 150w SON lamp.	2002	\$4548.33
3a4 3a4 S&l of separate 250w SON lamp	2002	\$1665.30
4a1 4a1 S&l of complete control gear for 70w to	2002	\$1765.26
5a1 5a1 S&l of diffuser glass or bowl for gouh	2002	\$6025.04
5a2 5a2 S&l of diffuser glass or bowl for Gough	2002	\$222.27
5a3 5a3 S&l of diffuser glass or bowl for Gough	2002	\$148.18
5b 5b S&l of diffuser glass or bowl for Sylva	2002	\$1667.50
5c 5c S&l of diffuser glass or bowl for Visio	2002	\$2700.00

The Claim Amount is displayed by default, but you can add more columns from the **View** menu.



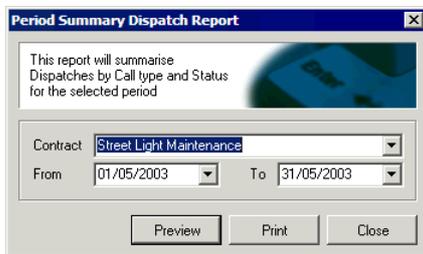
For more information on working with cubes, see Decision Cube (on page 217).

Dispatch Summary Report

The Dispatch Summary Report gives a summary of the Dispatches for the entered period. Dispatches are grouped on entry type and status. This report is contract dependent.

Select **Reporting > Contract Management > Dispatch Summary** from the main RAMM Street Lights window menu to generate the Dispatch Summary Report.

You'll first need to choose a contract and a date range:



Click **Preview** or **Print** to view the report, or **Close** to return to the previous window.

	Council	Emergency Patrol	Other	Public Call	Routine Patrol	Staff	Total
Outstanding at the start	0	0	0	1	4	0	5
Entered this period	0	0	0	0	0	0	0
Entered later for this period	0	0	0	0	0	0	0
Entered for earlier period	0	0	0	0	0	0	0
Transferred this period	0	0	0	0	0	0	0
Completed this period	0	0	0	0	0	0	0
Outstanding at the end	0	0	0	1	4	0	5

Dispatch Detail Report

See Print Dispatches window (see "Dispatch Printing Options" on page 97).

Dispatch Analysis Report

This report generates an analysis of Dispatches by Call Status and Call Type by default.

Select **Reporting > Contract Management > Dispatch Analysis**.

The screenshot shows a software window titled "Dispatch Analysis" with a menu bar (File, Edit, View, Help) and a toolbar. Below the toolbar are several filter dropdowns: Contract, Response Days, Year Entered, Month Entered, Year Completed, and Month Completed. A "Call Type" dropdown is also visible. The main area contains a data grid with the following data:

Call Status	Call Type	Consultant	Council	Emergency	Planned Maint	Police	Public call	Routine pal	Staff	Total
Complete		1.00	8.00	1.00	31.00	1.00	6.00	34.00	4.00	86.00
Entered								1.00		1.00
No Action required								1.00		1.00
Transferred					1.00					1.00
Total		1.00	8.00	1.00	32.00	1.00	6.00	36.00	4.00	89.00

Unlike the decision cube in the Dispatch Entry window, which analyses only the Dispatches in the list, this report covers all Call Status categories and Call Types for the active contract.

Since the report is in decision cube format, you can add grid headers for a more extensive report.

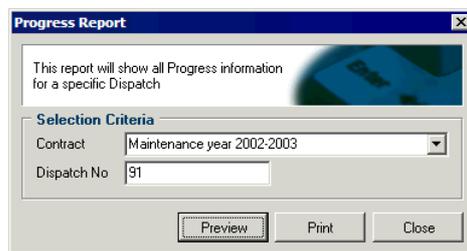
For more information on working with cubes, see Decision Cube (on page 217).

Dispatch Progress Report

The Dispatch Progress Report will print a progress report for a specific Dispatch.

Select **Reporting > Contract Management > Dispatch Progress**.

RAMM Street Lights will ask you to select a Dispatch to query.



Select the contract and enter the Dispatch number.

Click **Preview** or **Print** to view the report, or **Close** to return to the previous window.

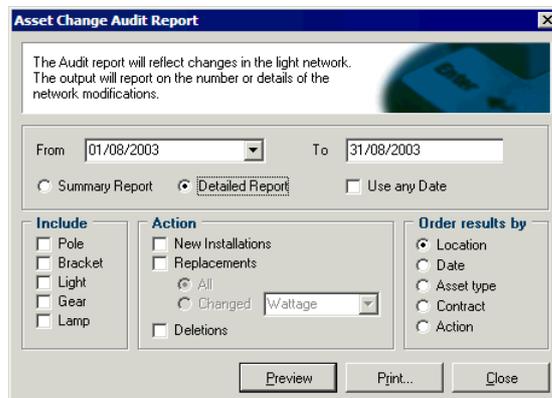
Auditing

RAMM Street Lights has the ability to generate a number of audit reports.

Asset Audit Report

This report shows all changes to assets in the network within a specified period.

Select **Reporting > Auditing > Asset Audit Report** to configure and generate the report.



The default report type setting is **Summary Report**. Selecting **Detailed Report** activates the other query options- assets to **Include**, **Action** taken in relation to those assets and the order in which the results will be displayed (**Order results by**).

Click **Preview** or **Print** to view the report, or **Close** to return to the previous window.

Multiple Claims Per Dispatch Report

Select **Reporting > Auditing > Multiple Claims per Dispatch** to identify Dispatches within a given period linked to multiple Claims.

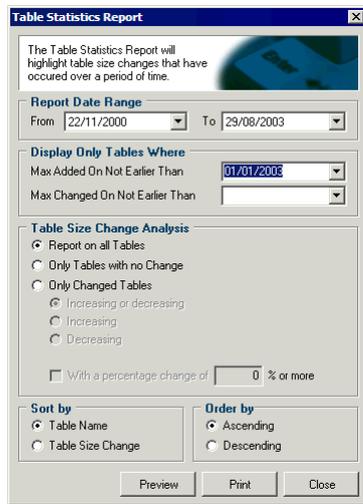
Select the relevant contract, specify a date range and a minimum Claim number and set the order of the results in the report.

Click **Preview** or **Print** to view the report, or **Close** to return to the previous window.

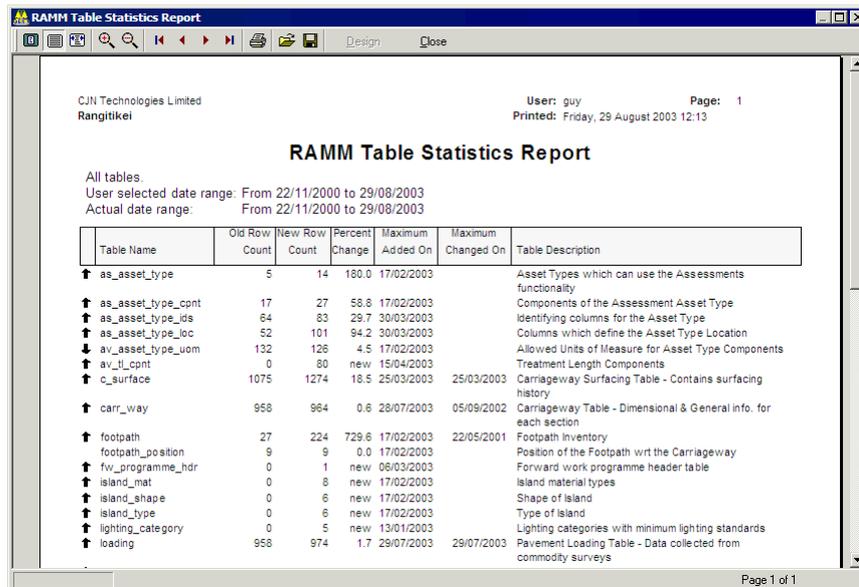
Table Statistics Report

This report highlights table size changes over a period of time.

If the table statistics are out of date, RAMM Street Lights will prompt you to upgrade the table statistics before generating the report. When the upgrade is finished, choose the relevant report options from the dialog box.



Click **Preview** or **Print** to view the report, or **Close** to return to the previous window.



Road Names

This option simply generates a list of all the road names in your database.

Select **Reporting > Road Names** from the main RAMM Street Lights window.

Year To Date (YTD) Report

This report summarises the state of the contract over the current year.

Select **Maintenance > Contract Details** from the main RAMM Street Lights window, and in the Contract Details screen select **Reports > YTD Report** from the menu to generate it.

Item No	Description	Agreed			Contract to Date				Notes
		Quantity	Rate	Total	Quantity	Total	% Used	Not yet Claimed	
1	Contractor's Administration Council	12	\$548.73	\$6,584.84	15	\$8,655.39	131.4	\$600.00	
10.1	Drawings 'streetlight'	1	\$1.00	\$1.00			0.0		
10.2	Drawings 'under verandah'	1	\$1.00	\$1.00			0.0		
11.1	Gear tray 'Gough GL500 50 watt	5	\$158.50	\$792.50	15	\$2,294.70	293.3	\$152.88	
11.10	Diffuser 'GL700	2	\$97.51	\$195.00			0.0		
11.11	Capacitor	5	\$21.07	\$105.00	4	\$83.34	80.9		
11.12	Ignitor	7	\$55.05	\$385.40	2	\$110.10	28.8		
11.13	Choke 50watt to 250watt	7	\$43.50	\$304.48			0.0		
11.14	Traffic lamp	0	\$0.10	\$0.00	3	\$0.30			
11.15	300watt - 500watt Incandescent lamp	0	\$0.10	\$0.00					
11.15	Bellaha electronic flasher unit	1	\$194.10	\$194.10	2	\$388.98	197.8		
11.17	Bellaha 'short skirt'	1	\$84.94	\$84.94	1	\$83.48	97.8		
11.18	Bellaha beacon 'long skirt'	0	\$0.10	\$0.00					
11.19	Bellaha beacon 'orange sphere'	2	\$85.80	\$171.61	5	\$419.40	244.4		
11.2	Gear tray 'Gough GL600 100 watt	2	\$172.29	\$344.58	1	\$165.42	48.9		
11.20	Wiring between luminare & streetlight pilot	17	\$1.37	\$23.30	20	\$27.01	115.9		\$4.02
11.21	Pole fuse 'Mortyn LVP100'	5	\$83.76	\$418.82	8	\$650.98	157.7		
11.22	16mm sq pvc earth wire from outreach to	17	\$13.05	\$221.90	6	\$76.85	34.6	\$25.52	
11.23	HD 14 line tap	4	\$6.75	\$27.00	3	\$19.80	73.3	\$13.20	
11.24	HD12A line tap	4	\$3.50	\$12.22	5	\$18.00	122.2	\$3.72	
11.25	HD12 line tap	4	\$2.64	\$10.56	2	\$5.28	50.0		
11.26	HD12A earth palm	4	\$2.52	\$10.08	2	\$4.92	48.9	\$2.48	
11.27	Test supply & install fuse link	4	\$8.04	\$32.16	10	\$79.14	246.1		
11.28	Overhead street lighting pilot line	34	\$9.92	\$333.60	12	\$117.84	35.3		
11.29	Internal column cabling (2.5mm sq TRS)	17	\$11.02	\$187.47	12	\$129.36	69.0		
11.3	Gear tray 'Gough GL600 150watt	1	\$171.37	\$171.37			0.0		
11.30	Base fuse, carrier & holder	1	\$17.54	\$175.40	7	\$120.83	6.9	\$17.15	
11.31	Column '0.3' frangible with 4 metre outreach	1	\$18,179.73	\$8,179.73			0.0		
11.32	Contactor 3 phase 40 amp with 240volt coil	3	\$188.28	\$554.88			0.0		

Usage over the agreed budget is highlighted in red.

The *Not Yet Claimed* column shows work completed but not yet passed to the Network Owner for payment.

This report can be printed or saved in a number of different formats - see Viewing and Saving Previews and Reports (on page 215).

Mapping

This section describes the RAMM Mapping function.

NOTE: To use Mapping you need to purchase the appropriate licences - for more information, contact us (see "Contacting CJN Technologies Ltd" on page 23).

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Mapping - Overview

Mapping is a powerful tool for visualising your data. It facilitates viewing and selecting your data in the context of roads, boundaries, geographical features, places and properties.

You can use map tools bring up information on a selected area, measure distances, and display the RAMM displacement and offset of a given point.

Map Details are Synchronised

The Map window is synchronised with other windows. When you select a feature in the map which has a corresponding record in an open Grid or Detail window, that record's details will automatically be shown.

RAMM Applications Using Mapping

RAMM Mapping is currently available for RAMM, RAMM Street Lights, Signs and RAMM Traffic Signals.

Setting Up and Loading the Map

If you're using the RAMM Hosting service, Mapping will be available as soon as you log in. If you're using an installed copy of the software the map data will be sent to you on CDROM.

If you're not sure how to install Mapping, contact us (see "Contacting CJN Technologies Ltd" on page 23).

► To Set Up Mapping

- 1 Launch Mapping by clicking the **Show map**  button on the toolbar. If you haven't used Mapping before, you'll be asked to select a map.



- 2 Select your map.

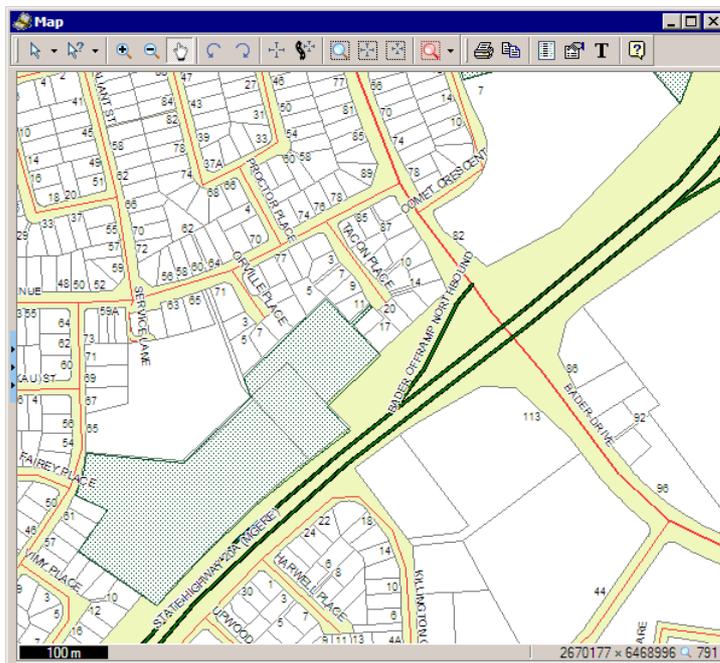
TIP: Select **Automatically show map** if you wish Mapping to automatically load the map whenever you enter the relevant window. For more information, see Saving Layouts and Loading Maps (on page 273).

- 3 Click **OK** to load the map.

NOTE: You may see a message that the Map Index needs to be recalculated. Let this process finish before you start working with Mapping.

Map Window

This is the Map window. Initially you will see only the toolbar and the main Map window.



While you're working with the map, the *Status Bar* at the bottom shows you the current scale of the map, location information and a numerical zoom level.

Map Window Toolbar

Here's a "quick reference" briefly describing the toolbar controls.

Some functions on the toolbar are accompanied by drop-down lists. You can click the drop-down arrow  on the right of the respective toolbar button to select another tool. The tool will remain selected until you change to another.

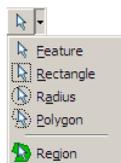
At any stage, click the **Help** button  or press **F1** on your keyboard for context sensitive help.

NOTE: Most controls described below can also be accessed by right-clicking in the Map window and then using the pop-up menu to select the function you require. In the RAMM main window, **Map** is also a menu item from which you can access all the controls described below.

In RAMM Street Lights, Signs and Traffic Signals, the Map window toolbar has an additional button  to quickly reveal the application window you launched Mapping from. You can also use ALT+S to quickly switch between the Map window and the application window.

Selection Tools

See Selecting Items on the Map (on page 257).



-  **Select.** Select one map feature.

NOTE: All selection tools below will automatically enable Multi-select mode.

-  **Rectangle.** Select all road features within a rectangle.
-  **Radius.** Select all road features within a radius.
-  **Polygon.** Select all road features within a polygon.
-  **Region.** Click to select all features within the selected region.

Query and Annotation Tools

See Getting Information from the Map (on page 258).



-  **Query Point.** Display details of all map items near selected point.
-  **Pick Nearest.** Pick the nearest road and display details- for example, RAMM Road ID, Displacements, X/Y Coordinates, Offset.
-  **Measure.** Measure the distance between two points.
-  **Annotations.** Click to add notes to the map. See Making Notes on the Map (on page 260).

Zooming, Panning and Rotating Tools

See Zooming, Panning and Rotating the Map (on page 261).

-  **In.** Zoom into map.
-  **Out.** Zoom out in the map.
-  **Pan.** Pan around the map.
-  **Rotate Left.** Rotate the map counterclockwise.
-  **Rotate Right.** Rotate the map clockwise.

Map View Configuration Tools

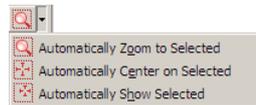
See Defining and Loading Map Views (on page 262) for a detailed description of these tools. To use them, you should already have selected a feature or features on the map (see "Selecting Items on the Map" on page 257).

-  **Go to a view.** Go to a specified centre point and zoom level.
-  **Go to a road.** This button brings up a dialog to help you go directly to a road and displacement.
-  **Zoom to selected features.** To zoom to any map item/s you have already selected.

-  **Center on selected features.** You'll use this option if you'd like to position the item/s you have selected in the centre of the screen. This will not change the zoom level.
-  **Show selected features.** This is similar to the control above, but is useful when you just want to bring things into view and not necessarily centre them in your Map window. This view also does not change the zoom level.

Automatic Map View Configuration Tools

See Automatically Showing Selected Map Items (on page 265).



-  **Auto Zoom.** Automatically zoom to selection.
-  **Auto Show.** Automatically bring current selection into view.
-  **Auto Center.** Automatically centre on selection.

Printing and Copying Tools

-  **Print.** Brings up the Print Map Options window (see "Printing the Map" on page 281).
-  **Copy the Current Map Area to the Clipboard.** Copies the currently visible map area to the Windows clipboard so that you can paste or save it as a bitmap image.

Map Layer Panel Tools

Click the **Map Layer** button  to open the Map Layer panel (on page 266). This has the same effect as using the panel sizer (see "Using Collapsible Panels" on page 29). It displays a legend and a number of controls for Map Layers on a separate toolbar.

-  **Import Layer** (see "Exporting and Importing Map Layers" on page 269).
-  **Export Layer.**
-  **Delete a Layer.**
-  **Move Layer Up.**
-  **Move Layer Down.**

-  Layer Settings.

Map Options and Tools

The Map Options window is where you'll go to set the current layout you're using, select a map to use with your database or run processes like map validation or indexing. Click the **Map Options** button  on the Map window toolbar to launch the window, and select the option you require in the **Selection Panel** on the left. For more information, see Map Options window (on page 272).

Map Title Tool

-  Click this button to show or hide the title of the map.

Adding Assets to the Map

Once you've loaded a map (see "Setting Up and Loading the Map" on page 247), you can add your assets to it. You can also configure Mapping to do this automatically.

► How to Add Assets to the Map

- 1 In *RAMM Street Lights*, *Signs* or *RAMM Traffic Signals*, select **Actions > Add to Map** or click the **Add to Map**  button on the main window toolbar of the application that you are using

-OR-

in *RAMM*, select **Actions > Add to Map** from either the Grid window or Detail window menu.

NOTE: You can choose **Map Poles, Brackets and Lights** or **Map Poles only**. The first option will take a minute or two to process, since it involves more detail. When the assets are added, the map will show the icon for the Pole, with a pop-up description of all Bracket(s) and Light(s) attached to the Pole on mouse-over. The second option is faster, and on mouse-over will show details for the Pole only.~a

- 2 Choose either **Add all items** to add all items currently listed in the List panel, or **Add selected items only** if you've selected specific items in the list to load.

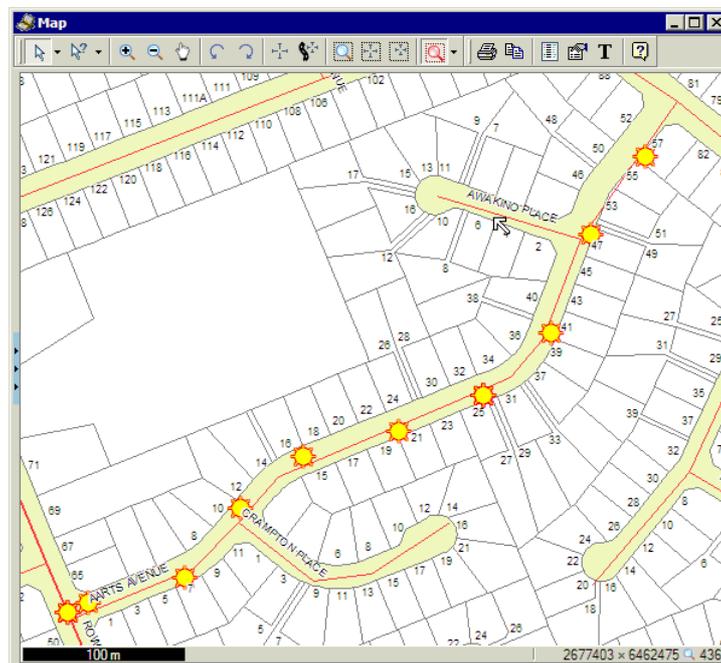


NOTE: You can also change the layer name if you wish. Mapping will load the name of the asset you are adding to the map by default - in the example above, since we are adding Street Lights, it is *SLIM*. If you select a layer name that already exists, you can choose to **Clear existing items** on the layer before loading the current data.

If you wish to change the settings for the layer, such as the icons or labels used to represent the Street Lights, see *Changing Map Layer Settings* (on page 270).

- 3 Click **OK** to begin loading the items to the map or **Cancel** to abort the process. You'll see a progress window while this happens. If you're adding many assets, this can take some time.

- 4 Mapping will now add the assets to the map and show them to you. If you have configured Mapping to automatically zoom to the selected assets (see "Automatically Showing Selected Map Items" on page 265), what you select in the relevant Grid or Detail window will be synchronised with the Map window.



If you click the **Show/Hide Map Layer Panel** button on the toolbar, you'll also see that the legend now shows the layer you just added in the list. See Map Layer Panel (on page 266).

TIP: When adding assets with length to the map, it can sometimes be difficult to see them- especially if they are clustered together and use the default polygon style. You can change layer settings (see "Changing Map Layer Settings" on page 270) for these assets to be added as lines, and if necessary add markers to each line ending to emphasise the length.

Changing Map Layer Settings While Adding Items to the Map

You can also change Map Layer options while adding items to the map.

For the procedure below, you will need to have started the process of Adding Items to the Map (see "Adding Assets to the Map" on page 252).

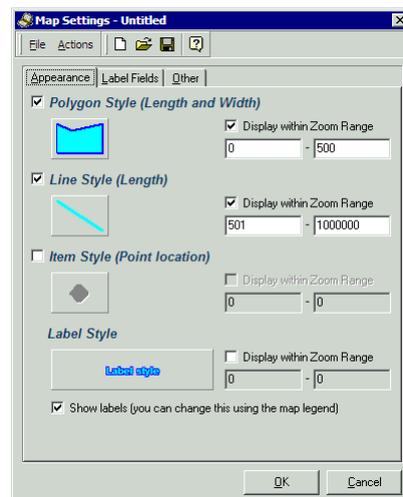
► To Change the Map Layer Settings While Adding to Map

- 1 In the **Add to Map** dialog box, click the [...] button next to the **Settings** field.



In the example above, we've defined a filter to bring up all Carriageway Surface records on a selected road, so the default layer name comes up as *Carriageway Surface*.

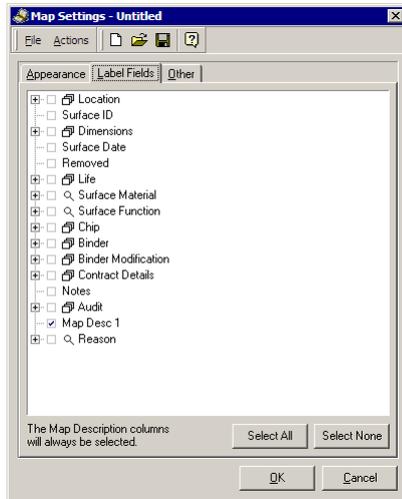
- 2 This will take you into the Map settings window.



You can now edit the style objects for the layer. See [Changing Map Layer settings](#) (on page 270) for more information on the **Appearance** tab controls and

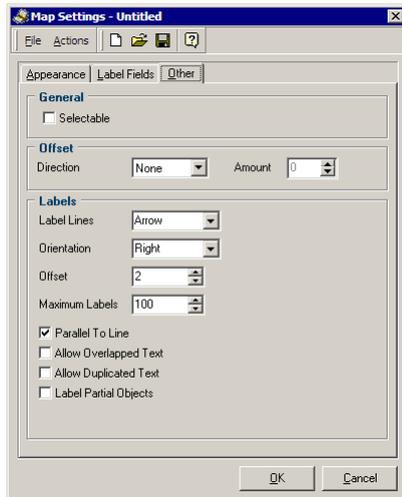
what they do. If the asset you're adding to the map has both *area* and *length*, as above, you'll see number of style options. Other assets may show you just two styles - for example, *line* and *item*. Items that are not ticked will be disabled.

- 3 You can also select which fields will display on the map labels for the layer you are adding.



The fields correspond to the asset.

- 4 You can also set some other options on the **Other** tab.



- 5 To save your settings for future use, click the **Save** button  at the top of the Map Settings window and choose a filename and location for the map settings file (.msf).
- 6 To apply the settings, click the **OK** button. You'll return to the Add to Map dialog, and you can proceed to add your assets to the map.

Working with Mapping

This section describes common mapping tasks.

NOTE: Most controls described below can also be accessed by right-clicking in the Map window and then using the pop-up menu to select the function you require.

Selecting Items on the Map

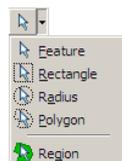
Before you can view an item on the map you need to select it. The selection tools allow you to select features and assets in a number of ways.

If you don't see the item you wish to select, you may need to adjust the Zoom level (see "Zooming, Panning and Rotating the Map" on page 261).

If you can see it but not select it, you may need to check its selection status in the Map Layer Panel. See Map Layer Panel (on page 266).

In RAMM, the selection tools are synchronised with any RAMM windows you may have open. If you prefer to select your assets in the Grid or Detail window you're working in and have the map show them automatically, see Automatically Showing Items on the Map (see "Automatically Showing Selected Map Items" on page 265).

For a quick reference to the Map window controls, see Map Window Toolbar (on page 249).



-  **Select** (select one map feature). Click this control and then click on the Map item to select it. Use CTRL + click to add to your selection (to select multiple items - the mouse will show a + next to the arrow) and SHIFT + click to subtract from your selection (to deselect from multiple selections - the mouse will show a - next to the arrow).

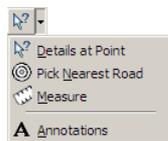
NOTE: All selection tools below will automatically enable Multi-select mode.

-  **Rectangle** (select all road features within a rectangle). With this tool selected you can click and drag your mouse to select all items within a rectangular area.
-  **Radius** (select all road features within a radius). Click and drag to define a circular area, and select all items within it.
-  **Polygon** (select all road features within a polygon). To select an irregular area. Single clicks will extend the selection area. Double-click to end drawing the area and select all items within it.
-  **Region**. You can click on a large map item and use this tool to select all items within that area. This is particularly useful, for example, if you've loaded iwi boundaries and wish to find all roads within them. Selecting the iwi region will automatically select all roads within it.

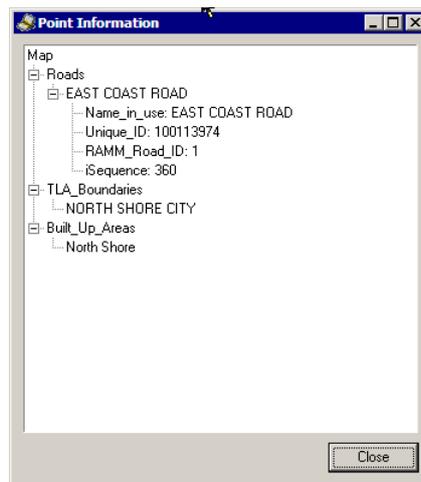
Getting Information from the Map

The query controls on the Map window toolbar help you get information from your map that isn't immediately visible.

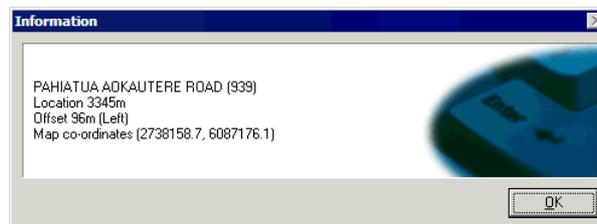
For a quick reference to the Map window controls, see Map Window Toolbar (on page 249).



-  **Query Point** (display details of all features near selected point). Select this control and click anywhere to bring up a window with the details of all road features near the selected point. If you click exactly between two items, Mapping will bring up information for both.



-  **Pick Nearest** (pick the nearest road and display details). Select this control and click anywhere to bring up details about the nearest road.



-  **Measure** (measure the distance between two points). After selecting this control, click and drag your mouse to draw a line between two points anywhere on the map, and get an instant readout of the distance in metres.



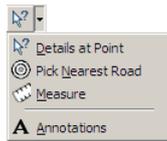
TIP: While clicking and dragging, your *status bar* at the bottom right of your Map window will run a continuous "live" readout of the distance.

Making Notes on the Map

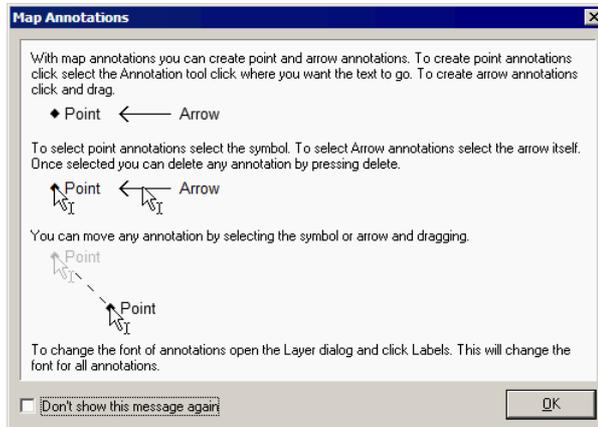
This useful tool allows you to add notes to your map.

► To Add Annotations to the Map

- 1 From the Query Tools drop-down menu

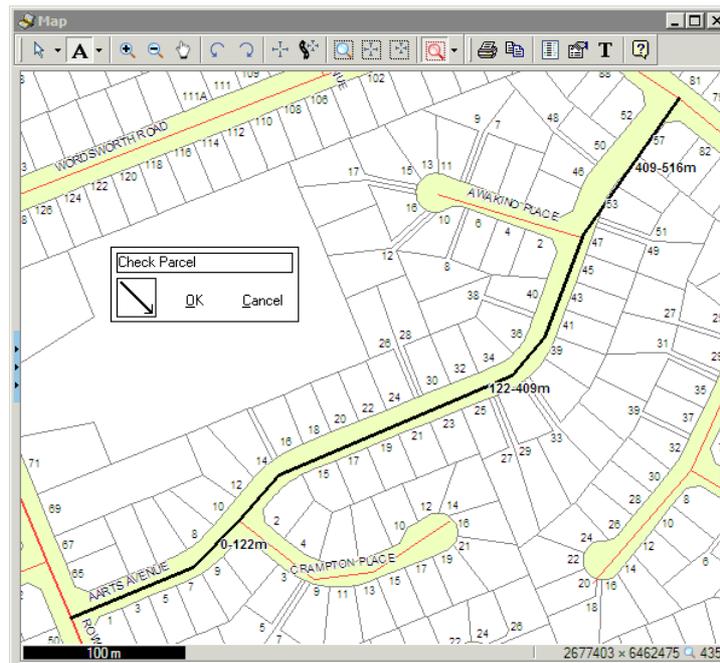


click the **A Annotations tool** to bring up a dialog box with instructions.



- 2 Either:
 - Click anywhere to add an annotation on a point on the map, or
 - Click (where you want to place the note) and drag (to the point you wish to describe) to add an annotation with an arrow callout.

- 3 Type your note into the box that appears. The square below your note shows you which type of annotation you've selected.



- 4 Click **OK** to add your note into the Annotations layer and to the map. You can add as many notes as you wish.

You can also export the annotation layer (see "Exporting and Importing Map Layers" on page 269).

For a quick reference to the Map window controls, see Map Window Toolbar (on page 249).

Zooming, Panning and Rotating the Map

Use these controls to move around the map area.

For a quick reference to the Map window controls, see Map Window Toolbar (on page 249).

- + **In** (zoom into map). Zoom in to enlarge the view, centering the map on your mouse cursor. Note that your mouse cursor changes to indicate the tool you've selected. To temporarily reverse the zoom direction and zoom out, hold down the CTRL button as you click.

-  **Out** (zoom out in the map). Reduce the view by zooming out, centering the map on your mouse cursor. To temporarily reverse the zoom direction and zoom in, hold down the CTRL button.
-  **Pan** (pan around the map). With this tool active, click on any area of the map and drag while holding the mouse button down to move the entire map.
-  **Rotate Left** (rotate the map counterclockwise).
-  **Rotate Right** (rotate the map clockwise).

CAUTION: Be careful when rotating the map, as you cannot see compass points. If you want to return the map rotation to 0 (North = UP), use the **Go to a view** control (see "Defining and Loading Map Views" on page 262).

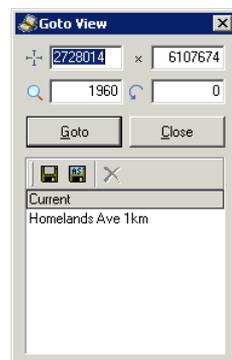
Defining and Loading Map Views

The **Go to a View** button  on the Map window toolbar launches a window to define specific map views that you can save and load later. The **Goto** and **Close** buttons work with the settings immediately above them, which set *co-ordinates*, *zoom* and *rotation*. You can either enter number values directly into these fields, or go to a view on the Map window using the zoom and selection tools and then save the view here with a name of your choice.

For a quick reference to the Map window controls, see Map Window Toolbar (on page 249).

► How to Define and Load Map Views

- 1 Click the **Go to a view** button .



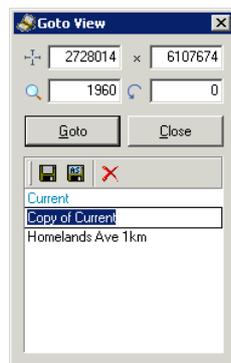
The dialog show you the **Current** view displayed on your map as well as any other views you may have defined earlier.

- 2 You can now configure and define the view you require.

You can enter X and Y co-ordinates, a *Zoom level*, or a *Rotation* number in degrees. Click **Goto** to go to the specified view.

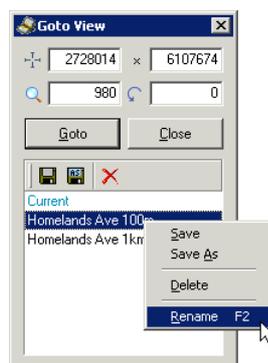
Once you're satisfied with the view you've generated, you can save the view with a name of your choice.

- 3 Click the **Save** button  if the view has not been saved before, or the **Save As**  button if you wish to save an existing view under another name.



Mapping will duplicate the view as **Copy of Current**. You can now give the view a unique name of your choice.

You can rename any view you have defined by right-clicking the view and choosing the **Rename** option, or pressing **F2** on the keyboard.



- 4 Press **Enter** on your keyboard or click anywhere inside the view name window to save the view.

- 5 Click **Goto** button to load the selected view, or **Close** to return to the Map window.

► **Go to a Road**

This control helps you go directly to a road and specified displacement.

- 1 Click the **Go to a road** button  on the Map window toolbar.

- 2 In the **Road** field, either:

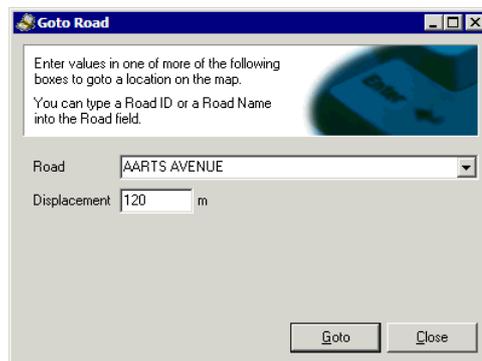
Choose the road you wish to view from the drop-down list

-OR-

Type the road name

-OR-

Type the Road ID.



You can also specify a displacement along the road.

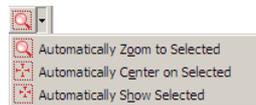
- 3 Click **Goto** or press **Enter** on your keyboard, and Mapping will automatically zoom to your choice.

Automatically Showing Selected Map Items

These controls will automatically synchronise what the map shows to what you select in any other Grid or Detail window, with the desired zoom, centering or selection option you choose.

The buttons in this list will remain selected (button down) until you deselect them (button up) or select another automatic Show Selected control.

For a quick reference to the Map window controls, see Map Window Toolbar (on page 249).



-  **Auto Zoom** (automatically zoom to selection).
-  **Auto Show** (automatically bring current selection into view).
-  **Auto Centre** (automatically centre on selection).

Changing the Map's Appearance

The features on your map, and the symbols, colours, lines and shapes representing them are designed to present the information to you in a clear and logical way.

If you need to change these properties, however, you can do so at two levels.

- To control which features are included in the map, and what you can do with them, set their status in the Map Layer Panel (on page 266).
- For more control over appearance, including defining colours, symbols and shapes, you can change Map Layer settings (see "Changing Map Layer Settings" on page 270).

Each type of road asset - like Roads or Places - is added to the map as a separate layer. When you add the Street Lights to the map, it will have its own layer. You can change the appearance of each layer separately. Its appearance settings are also retained when you save the map (see "Saving Layouts and Loading Maps" on page 273).

For a quick reference to the Map window controls, see Map Window Toolbar (on page 249).

Map Layer Panel

The map that you see in the Map window is actually made up of a number of map layers, each stacked on top of the other. The layers may sometimes block other layers (and map items) from view, particularly if you have customised the appearance of a given layer. You can always change the order of a given layer (see below).

The expanded map layer panel image below shows how the layers are structured. *Land*, logically, is right at the bottom, and everything else is stacked upwards from it to build a clear and representative picture of the relevant area.

Click the panel sizer control at the left edge of the Map window



to see the layers and how they are arranged, as in the image below.

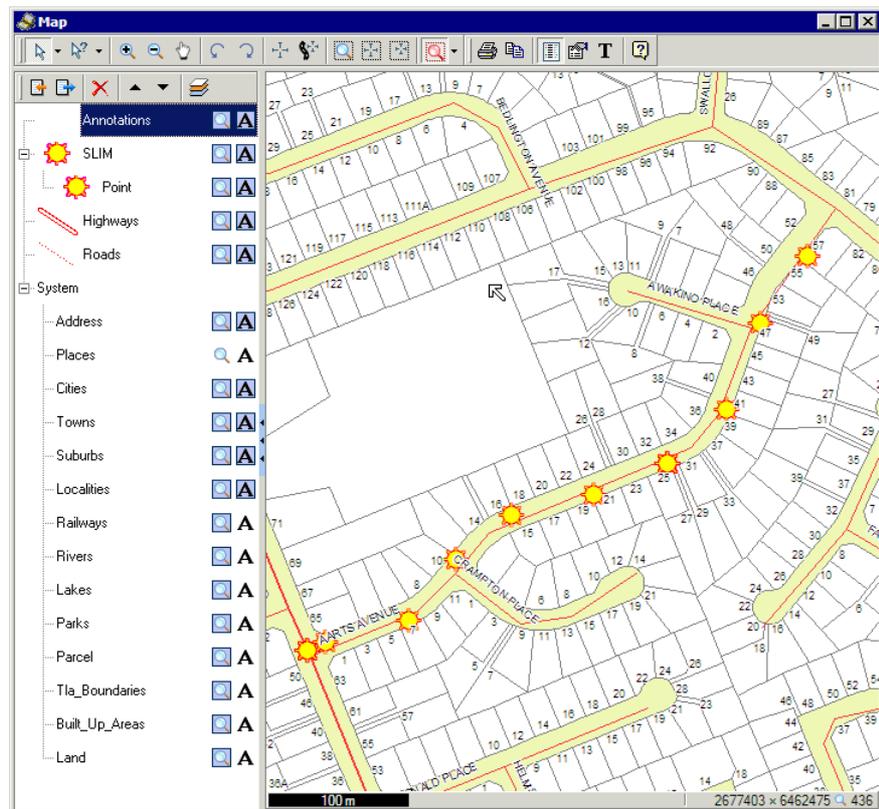
The Map Layer panel control is more than a simple description of the map layers - it enables you to show or hide them, make them selectable, and show labels.

For a quick reference to the Map window controls, see Map Window Toolbar (on page 249).

NOTE: If you change the filtering options in the Grid or Detail window containing the items you are viewing on the map, those records will not be automatically shown when you select the corresponding map item. You'll need to add those new records to the map.

► To Work with Map Layers

- 1 Click the **Show Map Layer panel** button  on the Map window toolbar to bring up the Map Layer panel.



We've expanded the view to display *System* layers in the image above- usually you will see only the default layers *Highways* and *Roads*, and any layers you may have just added (*SLIM* above).

The key next to the map item (*Highways*, *Roads* and *SLIM* above) indicates how they are currently displayed on the map- what icons, lines and colours they are using. To configure these settings, see *Changing Map Layer Settings* (on page 270).

- 2 Set the options for each layer.
 -  Make the layer *Visible*.
 -  Show *Labels* on the respective layer.

NOTE: Earlier versions of the Mapping software included a *Selectable* option. This is now configured manually by changing map layer settings (on page 270).

When you select an option for a layer it is highlighted in *blue*. In the example above, *all layers* except Places are *Visible*. *Labels* are switched on for *Annotations*, *SLIM*, *Highways*, *Roads*, *Address*, *Cities*, *Towns*, *Suburbs* and *Localities*.

TIP: Don't switch labels on for more than a layer or two at a time. The labels on higher layers can obscure details of the lower layers.

- 3 Close the window by collapsing the panel or clicking the Map Layer panel button . Your changes are applied to the map automatically as soon as you make them.

▶ To Make Map Layers Visible By Changing Their Order

- If you can't see the labels for a particular map feature when you look at the map, other features on a higher layer may be obscuring them. To move the affected layer higher up the stack and make it visible, use the **Move Layer Up**  and **Move Layer Down**  buttons.

▶ To Delete a Map Layer

- To delete a Map Layer, select the layer and click the **Delete Layer**  button.

CAUTION: Be careful when deleting layers, as you will not be able to restore them unless you've exported them beforehand (see "Exporting and Importing Map Layers" on page 269). You cannot delete System layers.

Exporting and Importing Map Layers

Mapping lets you export or import map layers in the MapInfo .tab format. You can also export them as plain text files.

TIP: If a particular layer of your map takes a while to set up, and you know that the data in that layer won't change often, you can export that layer and then re-import it when you need it. Importing a layer is faster than generating the layer again.

► To Export Map Layers

- 1 Open the Map Layer panel (on page 266).
- 2 Select the layer you wish to export.
- 3 Click the **Export Layer** button .
- 4 Define a location and filename for your layer .tab file.
- 5 Click **Save** to save the file and return to the Map window.

► To Import the Map Layer

- 1 Open the Map Layer panel (on page 266).
- 2 Click the **Import Layer** button .
- 3 Browse to and select the .tab file to import.



- 4 Click the **Open** button to import. The layer is added to the Map window, and you'll see it when you next open the Map Layer panel (on page 266).

Changing Map Layer Settings

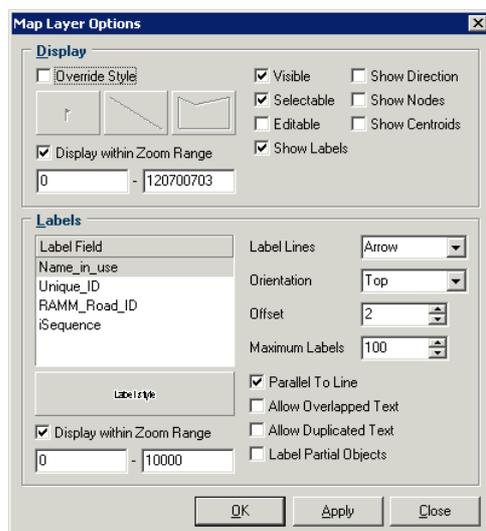
You can change Map Layer settings in two places.

- You'll most often want to change Map Layer settings *after* the details have been added, in the *Map Options* panel. This is described below.
- You can also change Map Layer settings at the point of adding items to the map (see "Changing Map Layer Settings While Adding Items to the Map" on page 255). You can choose how those details are shown on the map, *before* they're added to it.

For a quick reference to the Map window controls, see Map Window Toolbar (on page 249).

Map Layer Settings Window

To bring up this window, open the Map Layer panel (on page 266) and click the Map Layer settings button .



This window allows you to set the global options for the layer such as the **Zoom Range** for the layer objects or labels, whether the layer objects will have arrows to **Show Direction**, whether they will **Show Nodes** at their start and end points, and whether they will **Show Centroids** (markers in the centre of objects with an area). The availability of objects sometimes depends on the type of layer you have selected.

You also have some layer label specific options. The **Maximum Labels** setting, and options to **Allow Overlapped Text**, **Allow Duplicated Text** and **Label Partial Objects** are to help reduce label clutter in your Map window. You can also choose whether the **Label Lines** will be simple or show arrows, the label **Orientation** in relation to the object,

whether the label will be displayed **Parallel to** the object and how far away from the object it will be (**Offset**).

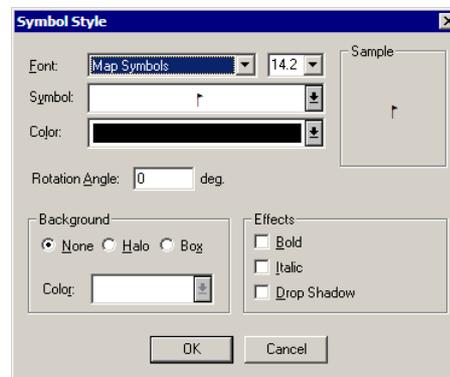
Map Style Objects

It's useful to have some idea of the different objects you can customise before you start changing their settings. The four types of style objects you can customise are listed below, together with the settings you can edit.

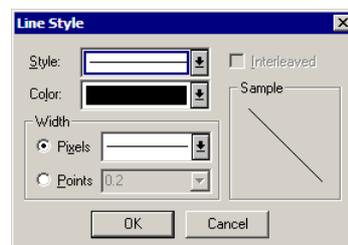
Tick **Override Style** if you wish to change the style of the layer - the style button next to it will not be active until you do so.

CAUTION: You can configure individual settings for *each* of the following categories for *each* layer. That gives you very wide range of options for customising the map, so please exercise caution and change only the style objects you absolutely need to.

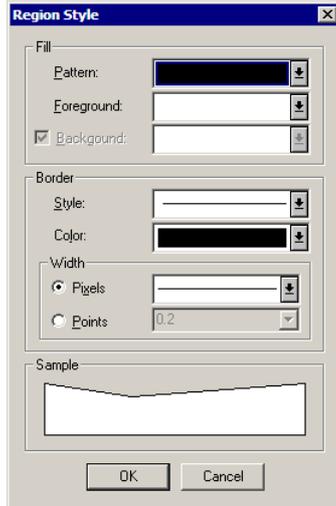
-  **Symbol.** Click this button to bring up a separate dialog box to change the style of the symbols that are displayed on the respective map layer.



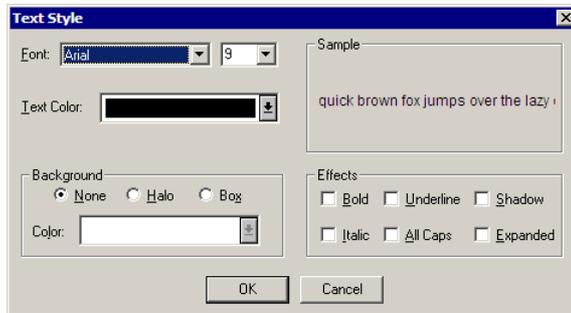
-  **Line.** Click this button for style settings relating to lines on the respective layer.



-  **Region.** This control will give you access to style settings relating to object regions on the layer.



-  **Label.** This button brings up a dialog box to set Label style options.



Map Options Window

Click the **Map Options** button  on the Map window toolbar (on page 249) to access a number of options related to saving and loading map layouts, and validating map data.

The selection panel on the left hand side of the window allows you to select the tool you require.

Saving Layouts and Loading Maps

The **Maps** section of the Map Options window contains controls to save map layouts and load maps. The map layout you're currently using will be selected, and any other layouts you have saved will be available in the list.

The original layout will always have (*Original*) after the file name. For your security, this file cannot be deleted.

Mapping saves a map layout as MapInfo GeoSet file with a .gst file extension. It will retain all layout, view and layer settings.

Once you've saved a map layout, you can configure Mapping to load it instead of the default map.

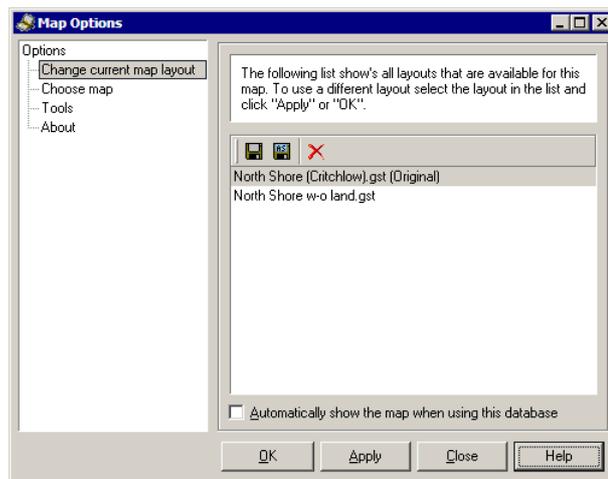
Saving, Deleting and Loading Map Layouts

When you've made changes to a map layout, you'll most likely want to save it. For example, you may have added new layers to the layout (see "Adding Assets to the Map" on page 252), changed the zoom levels (see "Defining and Loading Map Views" on page 262), or customised styles (see "Changing the Map's Appearance" on page 265).

CAUTION: We'd strongly recommend saving your changes under a new name instead of overwriting the default map layout, as you will not be able to restore the original layout without reloading the original .gst file.

► To Save the Map Layout

- 1 When you're satisfied with your changes, click the **Map Options** button  on the Map window toolbar to load the Map Options window (on page 272).



- 2 In the selection panel at the left, ensure that **Change Current Map Layout** is selected as above.
- 3 Click the **Save As** button  to save the current layout under a new name
-OR-
Select the .gst layout file already in the window (the default layout you are using at the moment) and click the **Save** button  if you wish to overwrite the existing layout file.
- 4 In the browse window that pops up, choose a name and location for the .gst file. This will be the location of your current .gst files by default.
- 5 Click **Save** to return to the Map Options window above. You can now select the layout and load it (see below).

► Deleting a Map Layout

- You can delete any saved layout with the **Delete** button . For your security, *Original* layouts cannot be deleted.

► Loading a Map Layout

- 1 To load a saved map layout (above), or the *Original* layout supplied with the map, select the layout you want to use.

- 2 Tick this option to load this layout automatically every time you launch the Map window:

Automatically show the map when using this database

As indicated, the layout will be specific to the database you're currently using.

- 3 Click **Close** to close the window and cancel all changes, **Apply** to apply your settings to the Map window right away, or **OK** to apply your settings and close the Map Options window.

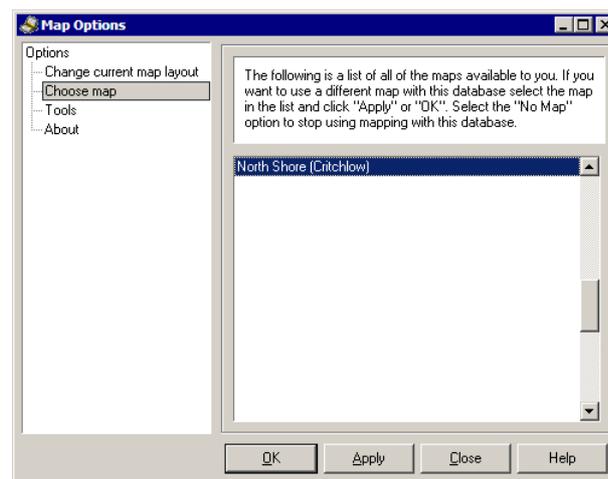
Loading an Alternative Map

You can reload your original map layout or an alternative layout from your default map layout folder.

NOTE: You will need to ensure that you have the relevant .gst map layout file in the appropriate folder of your RAMM application (usually C:\PROGRAM FILES\CJN TECHNOLOGIES\MAPS)

► To Load An Alternative Map, Or No Map

- 1 Click the **Map Options** button  to load the Map Options window (on page 272).
- 2 From the selection panel on the left, select **Choose Map**.



This window will show you a list of the maps you can load. Make your selection. If you want to stop using a map, scroll up the list and select **No Map**.

- 3 Click **Close** to close the window and cancel all changes, **Apply** to apply your settings to the Map window right away, or **OK** to apply your settings and close the Map Options window.

Running the Map Validation Report

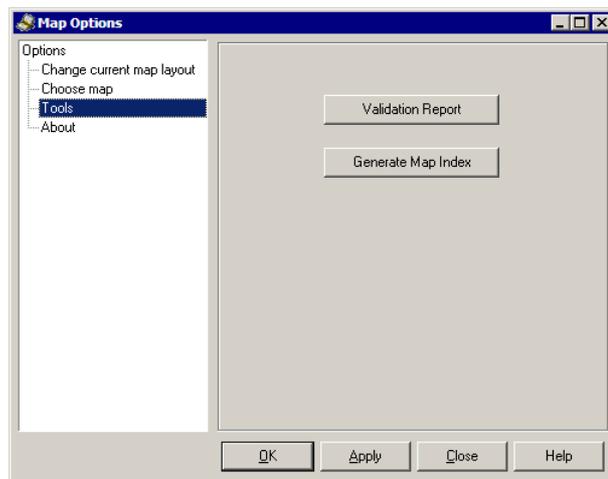
When you're working with mapping, it's a good idea to run the map validation report:

- The first time you use the mapping module.
- AND-
- Each time you receive updated mapping data as part of an upgrade.

The map validation report compares the details about each mapped item stored in the road network database with the details in the mapping database. This alerts you to any discrepancies, which can then be sorted out (see "Compensating for Map Data Discrepancies" on page 279).

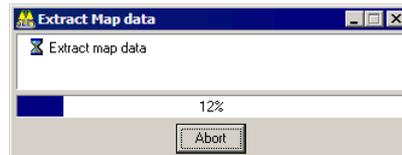
► To Run the Validation Report

- 1 Open the Map Options window by clicking the **Map Options** button  on the Map window toolbar (on page 249).
- 2 Click **Tools** on the left-hand selection panel.

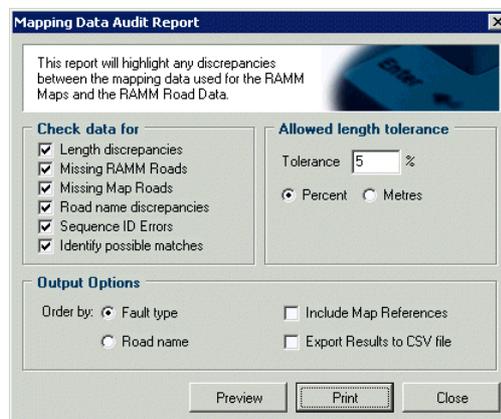


- 3 Click the **Validation Report** button.

- 4 A progress window appears as Mapping extracts map data for comparison with the RAMM application you're running.



- 5 The Map Audit window appears.



- 6 Mapping will now compare the map data with the RAMM Road data. Select the appropriate types of fault to check for:
- **Length Discrepancies.** Identifies roads whose length in RAMM is different than the length in the map data. Ignores any discrepancies that are within the Allowed Length Tolerance specified on the right side of the window.
 - **Missing RAMM Roads.** Lists road centrelines in the map data which have a RAMM Road ID that does not exist in the RAMM data.
 - **Missing Map Roads.** Lists Road IDs from the RAMM data whose corresponding road centreline does not exist in the map data.
 - **Road Name Discrepancies.** Lists RAMM roads and map roads with same RAMM Road ID but different names. Ignores differences like "Ave" and "Avenue".
 - **Sequence ID Errors.** Lists internal errors in the map data where the same sequence number has been used for more than one road. Mapping will not work properly with such data, and you must inform the map data supplier (usually Critchlow Associates) of the problem.
 - **Identify Possible Matches.** Attempts to match RAMM roads with map roads that haven't been assigned a RAMM Road ID.

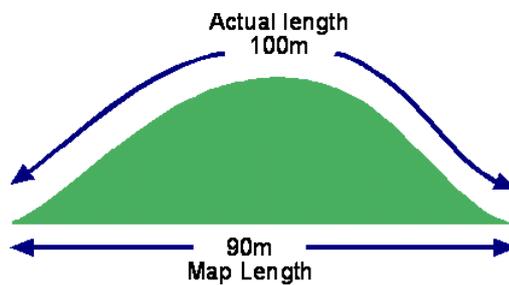
- 7 Select the difference between **lengths** in the map data and RAMM data Mapping should tolerate in the *Allowed Length Tolerance* section.
- 8 In *Output Options*, select whether to group the report by the **Fault type** or by the **Road Name**, and whether or not to include **Map References**. You can also choose to **export** the report results as a Comma-separated file for later use.
- 9 **Preview** or **Print** the report. Mapping may take a while to generate this report - please be patient. It will look like this:

RAMM Road Database		Mapping Road Database				
Fault	Road	Road Name	Length	Road ID	Road Name	Length
Length Err	1176	ANTREE COURT	94	1176	ANTREE COURT	69
Length Err	333	ACTEA STREET	88	333	ACTEA ST	84
Length Err	270	AREONS ROAD	640	270	AREONS ROAD	689
Length Err	1175	ASCOT COURT	90	1175	ASCOT COURT	71
Length Err	386	ASHDOWN CRESCENT	126	386	ASHDOWN CRESCENT	120
Length Err	1195	ASTRADA COURT	133	1195	ASTRADA COURT	161
Length Err	193	AURITA ROAD	3710	193	AURITA ROAD	3893
Length Err	58	AWA-HURI FELDING ROAD	6272	58	AWA-HURI FELDING ROAD	5488
Length Err	102	BAILEY ROAD	597	102	BAILEY ROAD	517
Length Err	209	BELL ROAD EAST	450	209	BELL ROAD EAST	552
Length Err	220	BERKIN ROAD	2124	220	BERKIN ROAD	2014
Length Err	52	BONESS ROAD	1157	52	BONESS ROAD	1096
Length Err	662	BRYCE STREET	354	662	BRYCE ST	229
Length Err	480	CAREY STREET	231	480	CAREY ST	255
Length Err	1207	COAL CREEK ROAD	610	1207	COAL CREEK ROAD	758
Length Err	167	CONSPICUOUS ROAD	3861	167	CONSPICUOUS ROAD	3230
Length Err	674	COOKSLEY ROAD	76	674	COOKSLEY ROAD	95
Length Err	318	DALZEN PLACE	116	318	DALZEN PLACE	137
Length Err	236	DICK ROAD	4270	236	DICK ROAD	4538
Length Err	1233	DUNDAS ROAD	1	1233	DUNDAS ROAD	180
Length Err	68	ESGLETONS ROAD	760	68	ESGLETONS ROAD	808
Length Err	1111	FALLUNERS ROAD	236	1111	FALLUNERS ROAD	189
Length Err	627	FLYGER STREET	411	627	FLYGER ST	571
Length Err	234	FOREST ROAD	3601	234	FOREST ROAD	3399
Length Err	260	FRECKLINGTON ROAD	352	260	FRECKLINGTON ROAD	407
Length Err	174	FRANKERS ROAD	1996	174	FRANKERS ROAD	1791

- 10 Go through the discrepancies noted in the report, writing your notes on the printed report as you go. This is one situation where there's no substitute for hard copy.
- 11 Please send the annotated report to your map supplier, so they can make any necessary changes to the map data they supply. If your map supplier is Critchlow Associates, their postal address is PO Box 4103, Wellington. Aim to send your comments before the December-February period each year, when the maps are usually updated. The updated map data will accompany the RAMM and RAMM Street Lights software upgrades released in March/April. These upgrades are automatically loaded for you if you're using the RAMM Hosting Service.

Compensating for Map Data Discrepancies

Discrepancies can sometimes occur between the information in the mapping file and in your database. This can be for a number of reasons- apart from survey inaccuracies, it can also happen as a result of not taking into account geographical features like hills as in the image below.



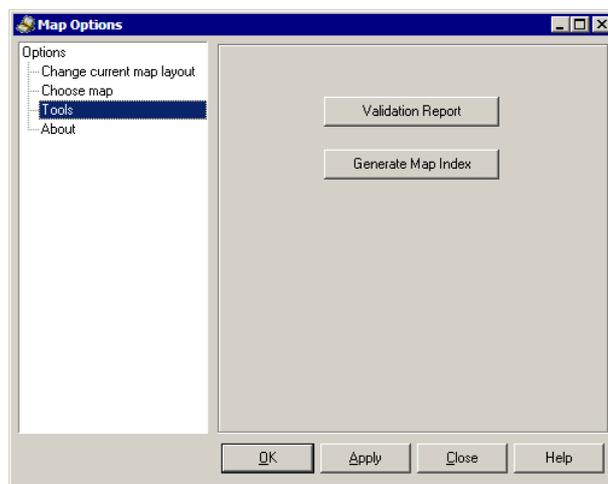
NOTE: Whenever you get updated mapping data as part of an upgrade, we recommend you identify any discrepancies between the map data and road data by running the Map Validation Report (on page 276).

Every database is provided with a Map Index. You can Generate the Map Index to have Mapping compare the map with the RAMM data and adjust the data accordingly. In fact, when you load a map for the first time Mapping will automatically prompt you to generate the Index.

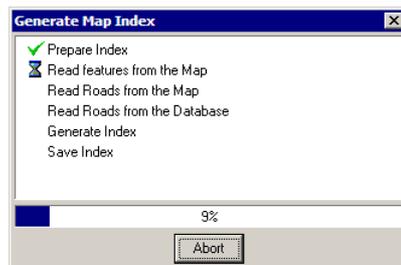
► Generating the Map Index

If you need to manually generate the Index, you can do so from the Map Options window.

- 1 Click the **Map Options** button  and select **Tools** from the left-hand selection panel.



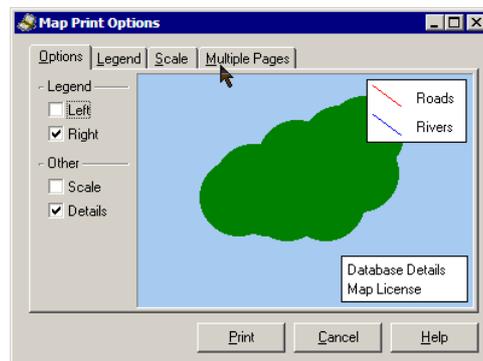
- 2 Click the **Generate Map Index** button. This may take a while - please be patient. You'll see a progress bar as this happens.



- 3 Click **OK** to return to the Map window.

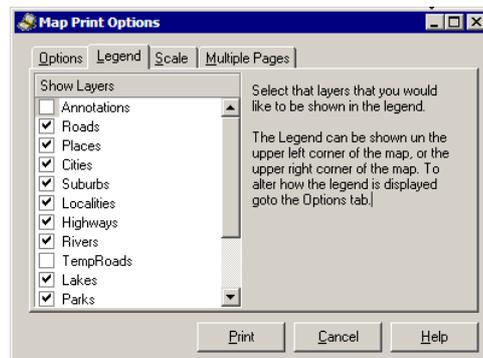
Printing the Map

To bring up print options for the map, click the **Print** button  on the Map window toolbar (on page 249).

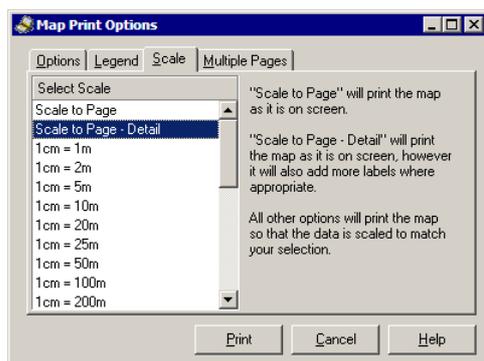


You can choose the position of the legend and whether Scale and Details will be shown. The map licence will always be shown.

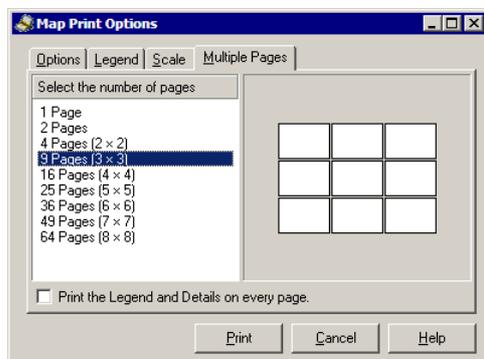
If you're printing the legend you can also select which layers to show, so that you don't clutter your print with unnecessary information.



Two Scale options give you control over the labels and detail visible on the screen. **Scale to Page** will print the map exactly as it is on the screen. **Scale to Page - Detail** will add more labels if there is room for them on the page being printed. The other options are specific to the scale selected.



You can also print the map over multiple pages. Simple select the layout you require, and the panel on the right will show you how it will look. You can also select the option to **Print the Legend and Details on every page** if you wish.



Close the window when you are done.

Updating RAMM from the Map, and the Map from RAMM

You can update RAMM Road IDs, Displacements and Offsets from the Map for greater consistency between the Map data and the RAMM data. You can update the following:

- RAMM Road ID
- Side

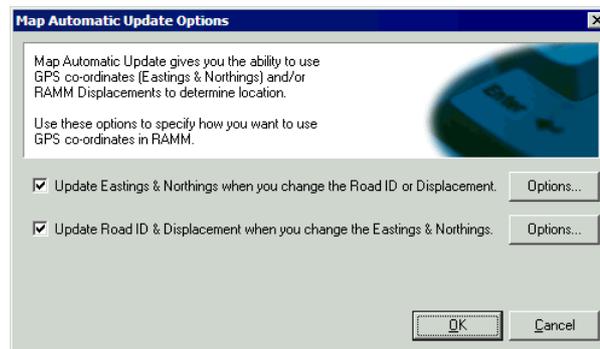
- Displacement
- Offset

You can also do the reverse, and update Map Coordinates from RAMM.

The **Update RAMM from Map** option is available from selected RAMM Grid and Detail window menus. Select **Actions > Update RAMM from Map**, and then select either **Map Coordinates** or **RAMM Displacement** as required.

CAUTION: Updating the **RAMM Displacement** is a fairly complex operation and has the potential to alter crucial RAMM data. If you're not absolutely sure that you need to use these options, please contact us (see "Contacting CJN Technologies Ltd" on page 23).

In RAMM Street Lights, RAMM Traffic Signals and Signs, this process can be also automated by selecting **Options > Map Automatic Update Options** and making the necessary selections in the window below.



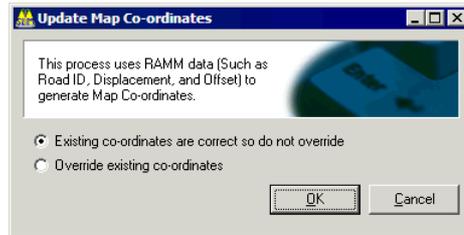
► To Update Map Coordinates from RAMM

- 1 From the relevant RAMM Grid or Detail window menu, the RAMM Street Lights window, RAMM Traffic Signals window or the Signs window, select **Actions > Update RAMM from Map**, and then select **Map Coordinates**

-OR-

To update Map coordinates automatically in the RAMM Street Lights window, RAM Traffic Signals window or the Signs window, select **Options > Map Auto Update Options > Update Eastings and Northings when you change the Road ID or Displacement** (see image above) and click **Options**.

- 2 You can now select whether or not to override existing co-ordinates.



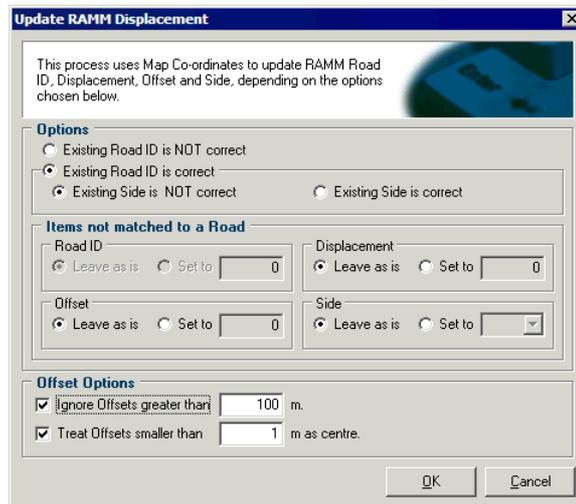
- 3 Click **OK** to return to the previous window.

► **To Update RAMM from the Map**

- 1 From the relevant RAMM Grid or Detail window menu, the RAMM Street Lights window, RAMM Traffic Signals window or the Signs window, select **Actions > Update RAMM from Map**, and then select **RAMM Displacement**

-OR-

If you wish to update RAMM information automatically in the RAMM Street Lights window, RAMM Traffic Signals window or the Signs window, select **Options > Map Auto Update Options > Update Road ID & Displacement when you change the Eastings & Northings** (see image above) and click **Options**.



- 2 Make your selections, and click **OK** to return to the previous window.

Status Check in RAMM Street Lights

This section describes running the Status Check in RAMM Street Lights.

IN THIS CHAPTER

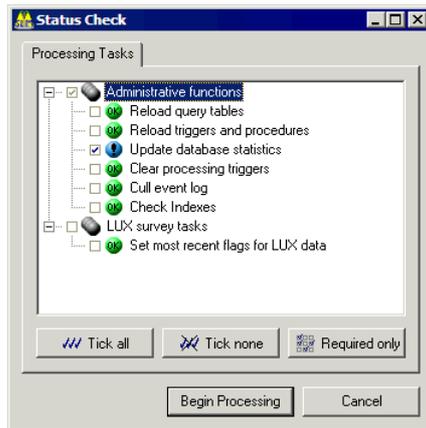
Status Check.....285

Status Check

From the menu **Actions > Status Check**, you can perform a number of database specific status checks.

- Reload query tables
- Reload triggers and procedures
- Update database statistics
- Clear processing triggers

If more than a month has expired since *Update database statistics* was last run or if any of the other status checks need to be done, they will be indicated with a blue icon as below:



Click **Begin Processing** to start the status check process and update your data. While processing, the current process running will be indicated by a yellow arrow.

RAMM Street Lights will automatically exit the window.

Security

This section deals with setting staff security permission levels for different types of users in RAMM Street Lights.

IN THIS CHAPTER

Staff Security Permissions.....	288
Custom Database Permissions.....	290
Contract Specific Staff Permissions.....	295

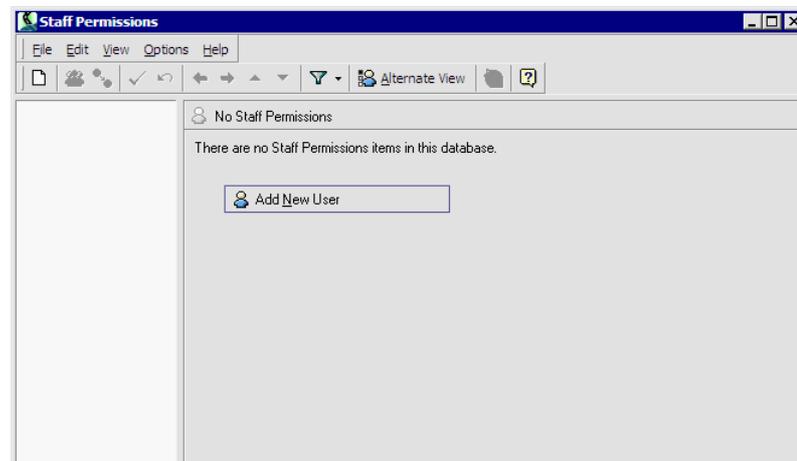
Staff Security Permissions

Staff permissions in RAMM Street Lights govern the levels of access (*View Only, Full Control, Custom*) and what actions can be performed within the application (for example, *replace assets* or *generate Claims*).

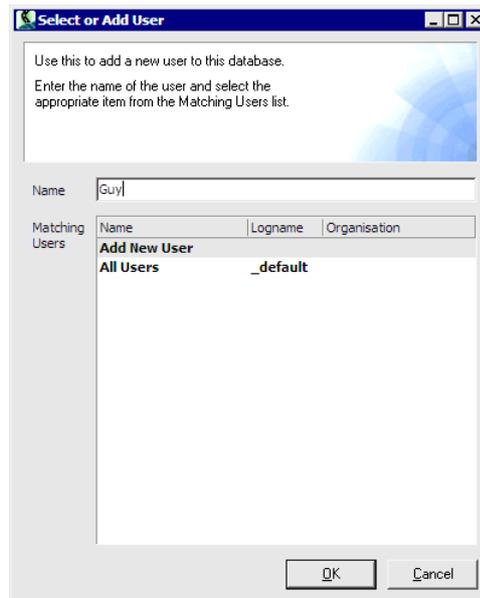
There are two types of staff permissions in RAMM Street Lights: the *general database permissions* that you set in *RAMM Manager* from the **Maintenance > Staff** menu, and the *contract specific permissions* you set in the RAMM Street Lights Contract Details window (see "Contract Specific Staff Permissions" on page 295).

▶ Setting General Database Permissions

- 1 Select **Maintenance > Staff** in RAMM Manager to maintain these permissions. Every database needs at least one user. If no users have been entered, you'll be asked to do so.

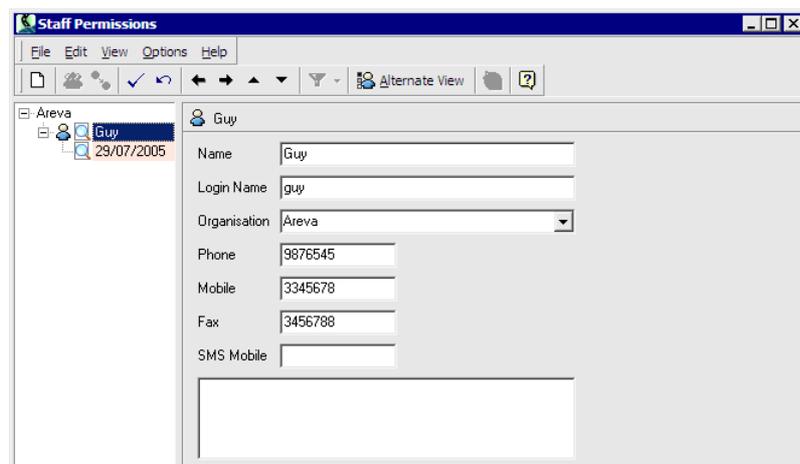


- 2 You will see a dialog box to select or add a user.

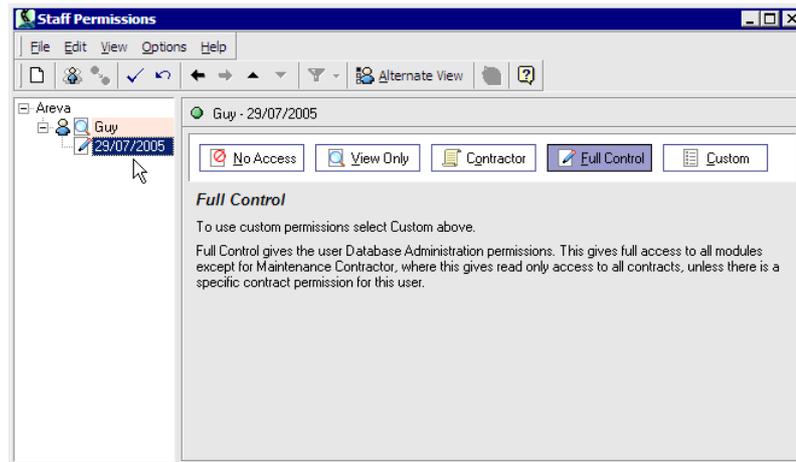


The **All Users** option is not recommended unless you definitely want to give all users of the database equal permissions. Select a user from the list, or **Add New User**, enter a name and click **OK**.

- 3 A new staff security record with the current date will be created, and you can proceed with setting up the new user.



- 4 Select the permission record with the current date in the list panel on the left, as indicated by the mouse arrow, to set the level of access you require.



For most users, **Full Control** should be adequate. If you choose to customise the permissions, see Custom Database Permissions (on page 290).

CAUTION: Be careful when altering your own permissions. If you make a mistake it is possible to lock yourself out of your database, or parts of it. Please contact us (see "Contacting CJN Technologies Ltd" on page 23) if you need help with this area.

- 5 **Save** and close the window.

Custom Database Permissions

To customise database permissions for staff, click **Custom** in the button bar at the top of the Detail panel of the Staff Permissions window in RAMM Manager.

The icons on the button bar of the Detail panel are a good way to keep track of the custom permissions you set up, as they are reflected in the tree structure of the permissions list as well.



Select the custom permission categories as appropriate in the left pane. If they aren't immediately visible, click the  and expand the options. We've described some of the most important categories below.

Edit the permissions as required, using the category list on the left to select and set permission options. **Save**  and close the window when done.

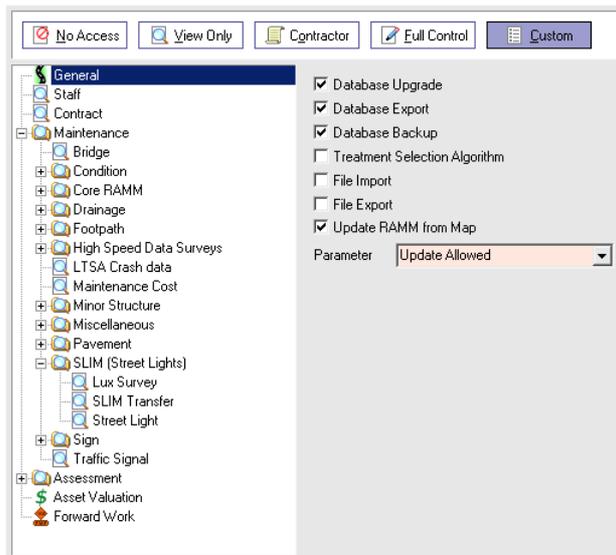
CAUTION: Be careful when altering your own permissions. If you make a mistake it is possible to lock yourself out of your database, or parts of it. Please contact us (see "Contacting CJN Technologies Ltd" on page 23) if you need help with this area.

For permissions that are contract specific (for example Dispatches, Claims and Patrols), see Contract Specific Staff Permissions (on page 295).

General Category

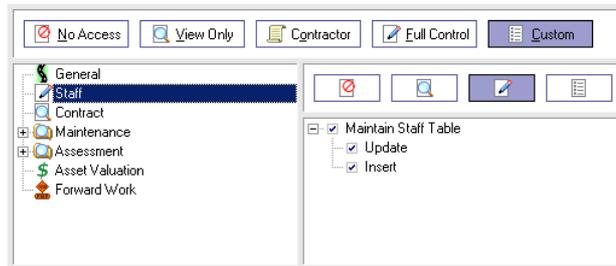
Following the installation of a new software build, you may need to perform a **Data base Upgrade**. When this option is unchecked, a message is displayed and access to the database is denied until the upgrade has been done, so when customising database permissions you will need to ensure that at least one user has permission to do so.

The option **No access allowed** in the Parameter section enables the administrator to exclude users from accessing the current database. Access to the Parameter table enables the user to define database wide options, including the ability to reconfigure the name of the database which appears in report headings (see "Database Options" on page 166).



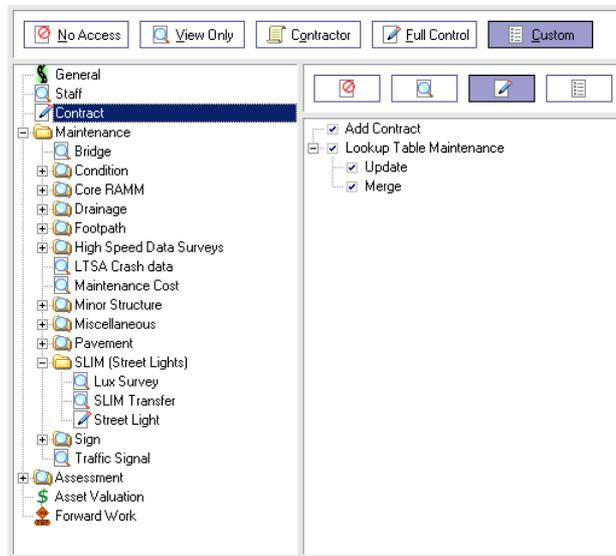
Staff Category

When customising database permissions it's important to ensure that at least one user is given permission to maintain the Staff list, as this is key to adding other users.



Contract Category

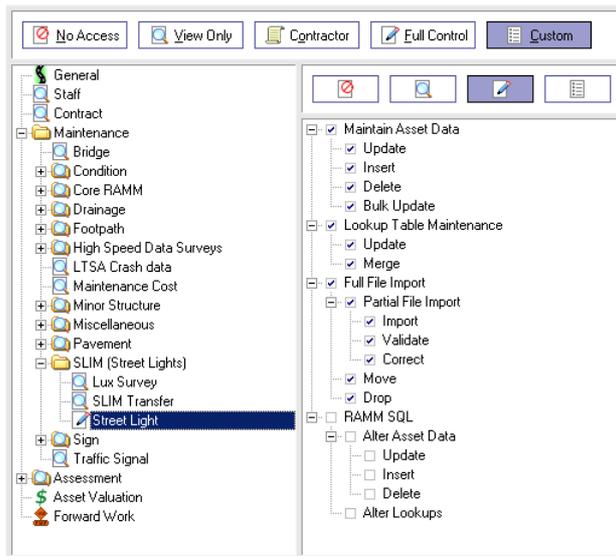
When customising database permissions, you need to ensure that at least one user has permission to add contracts and update lookups.



NOTE: The permissions in this category govern adding a Contract and updating Lookups for the Contract. They are distinct from Contract Specific Staff Permissions (on page 295), which control what happens *within* the contract. Similarly, the **Contractor** permission button on the button bar is a quick control to give the selected user *access* to the database in Maintenance Contractor applications only, and does not control *adding* contracts or setting permissions *within* the contract. ~a

SLIM (Street Lights) Category

The **SLIM (Street Lights)** category contains most of the options to maintain asset data and control importing of files.



Data transfer function permissions are found in the **SLIM Transfer** category.

~e,i SLIM > RAMM Street Lights, document after change, may need to be shifted to Contract Specific Staff Permissions.

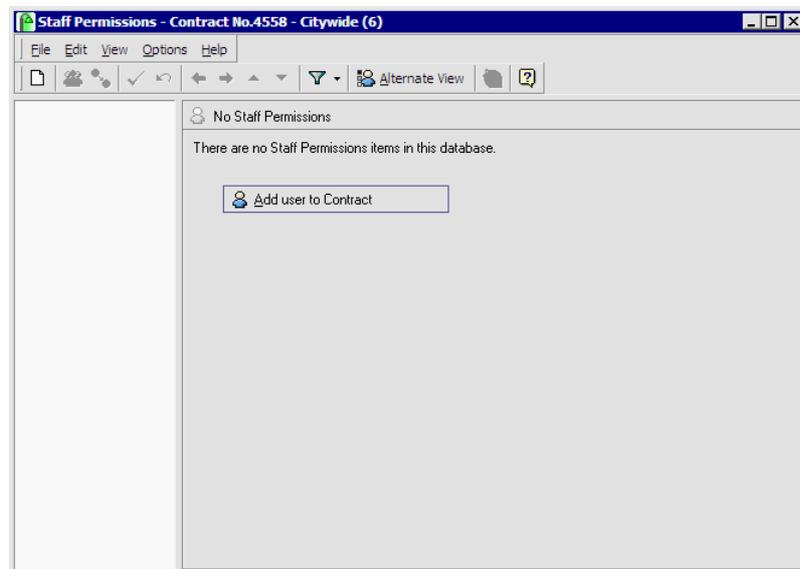
Contract Specific Staff Permissions

Contract specific staff permissions are set up in the Contract Details window (see "Contract Details" on page 55).

NOTE: Unlike in the general database permissions window in RAMM Manager, the contract specific staff permissions window title bar will have the contract description on it, and the button to set up new users reads **Add User to Contract** instead of *Add New User*.

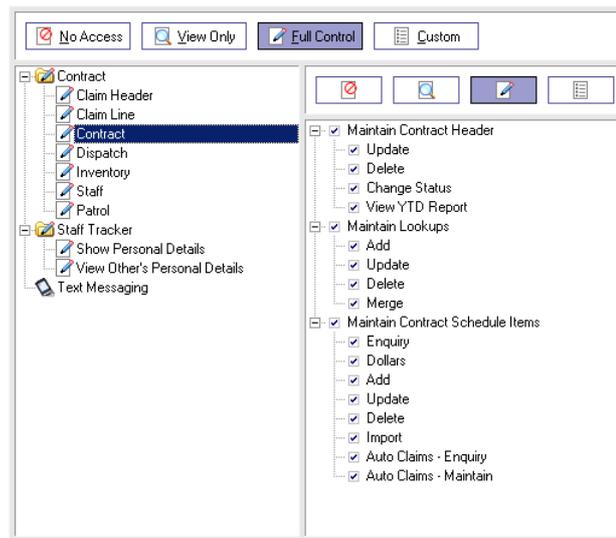
▶ Setting Up Contract Specific Permissions

- 1 Launch the contract specific permissions window by clicking the **Staff Permissions**  button on the toolbar.



- 2 Click **Add User to Contract**.
- 3 Select a user from the list that pops up or select **Add New User**, enter a new name, and click **OK**.

- 4 A new contract specific staff security record will be created, and you can proceed to set up the permissions for that user.



The image above shows the options available within the Contract category. As with general database permissions in RAMM Manager, you can either enable **No Access**, **View Only** access, **Full Control** or **Custom** access. If you choose **Custom**, each of the options in the permission list can be ticked or unticked to customise access to those parts of the contract.

- 5 Use the category list on the left to select and set permission options for the various categories.

CAUTION: Be careful when altering your own permissions. If you make a mistake it is possible to lock yourself out of parts of your Contract. Please contact us (see "Contacting CJN Technologies Ltd" on page 23) if you need help.

- 6 **Save** and close the window.

Building a Street Light Inventory

Building an initial inventory of Street Lights is necessary when you have no Street Light data at all and you need to collect this information from scratch.

This can be done for an entire network, but more commonly when surveying Street Light assets in a new subdivision.

► To Build a Street Light Inventory

- 1 **Draw up specifications.** All organisations involved (Network Owner, Contractor, or Consultant) must agree on consistency in respect of terminology, descriptions etc for all Street Light assets. For example, referring to a Lamp as a *Gough GL 500* in one place and a *GL500* in another place will cause unnecessary problems with the database. If only one person is involved in collecting the information this is less of a problem, but if a team is involved there must be a specific method to how it's done.
- 2 **Collect the information.** Below is a list of all the information you can collect about each asset.
 - **Components.** Information about the components of each asset (for example, information about the Light must also include information on the Gear and the Lamp).
 - **GPS** co-ordinates.
 - **Location.** Information about the location of the asset, such as the road name.
 - **Powerboard numbers.** Powerboard numbers, if available, are useful to locate assets.
 - **House numbers.** House numbers are also important to locate assets.
 - **Feature.** Any other useful information about the asset location, for instance *house w. brown picket fence - dog bites or pole believed to be live*.
 - **Photographs.** Photographs are useful to illustrate the above.
 - **Rating** information. If rating information is supplied with the assets it should be entered into RAMM Street Lights.

- 3 Record the information.** The Street Light asset information you collect can be in any format - for example, you can collect your information in an Excel spreadsheet on a handheld or laptop computer and CJN Technologies can import it into RAMM Street Lights. Please contact us (see "Contacting CJN Technologies Ltd" on page 23) to inquire about the costs involved. Alternatively, you can key the asset information into RAMM Street Lights yourself.
- 4 Set up the contract.** Once your Street Light asset data is in RAMM Street Lights, you are ready to begin setting up a contract and managing your network. For more information, see Setting Up a Contract (on page 55).

NOTE: The *Road ID*, *Location* and *Side* can be generated from the Easting and Northing Values.

Glossary

Access (MS Access, Microsoft Access)

A Microsoft application included with the RAMM Street Lights software to help you load and work with the *.slm database file if you are *not* running RAMM Street Lights on the RAMM Hosting Service (see below).

Bracket

The Bracket is the item that attaches the Light to the Pole. Various Bracket Types can also be defined.

Call Types

A description of the source of a call which has been made in response to a fault (e.g. Public Call, Council, Routine Patrol).

Carriageway

A term for a continuous section of road between displacements (see below). RAMM sometimes identifies assets in relation to carriageway sections.

Circuit Information

This refers to Line Companies, Bulk Change Groups and Lighting Circuits. A Bulk Change Group is the grouping together of circuits for regular maintenance of the assets.

RAMM Hosting Service

The RAMM Hosting Service allows you to host your database and the software on one of our fast servers at CJN. You simply use your standard internet browser to run the software and work with your data, so you don't need any specialised software. It's also more secure, since your data is on our servers and not your local machine.

Claim Groups

Optional codes for use with Claims that refer to specific groups.

Claim Header

A Claim header groups together Claim lines for the same contract within a fixed period. Claim headers must exist for Claim lines to be entered during the Dispatch completion process.

Claim Lines

Every Dispatch needs to be linked to a Claim line, and RAMM Street Lights will automatically prompt you to do so on completion of every Dispatch. Claim lines need to be set up under a Claim header.

Coating Systems

The Code and Description of the Coating Systems used for each Pole, Bracket and Light.

Contract Item Activities

Types of activities that can be carried out under a contract. These items need to be defined at the beginning of a new contract if they have not been pre-defined and included in a Data Transfer (see below).

Data Transfer

The transfer of data relating to a specific database and contract that takes place between Council and Consultant/Contractor at regular intervals, and especially at the beginning and end of each contract. The purpose of the transfer is to synchronise the Council's and Contractor's copies of the database so that they correspond.

Dispatch

A job of work raised in response to a fault.

Dispatch Groups

Optional analysis codes for use with Dispatches.

Displacement

A reference to a point on a road, used to define sections such as carriageways (see above) and expressed in metres.

Event Codes

A code for classifying events in emails sent from within RAMM Street Lights, between Network Owner and Contractor, to give more information about a job.

Fault

A description of a regularly occurring fault or problem (for example, *flickering lamp*, *light out*). Faults can also be arranged in Fault Categories.

Filters

Filters help you sort information by specific criteria so that you see only what you need. You can also save your filter to use them again.

Gear

The group of components that ignite, control and regulate the operation of the Lamp (see below).

Gear Ballast

A type of transformer that varies the voltage through the Lamp (see below).

Gear Capacitor

Evens out the flow of current and provides protection from "noise" produced by the Gear on the network.

Gear Ignitor

Provides an increased voltage across the Lamp (see below) to get it started, and then switches itself off.

Lamp

The bulb, filament or tube that generates illumination from the Light.

Light

The entire object that would generally be termed a Street Light. The Light includes the Gear and the Lamp (see above).

Line Company

The Line Company is the owner of the line assets.

Location

The details that help to locate a Street Light within a database- the side of the road it is on, what landmarks are nearby, external factors (for example, "dog in brown house next to crossing bites").

Manufacturer

A short code for the manufacturer's name or the models supplied by each manufacturer (refers to Poles, Lights, Gears and Lamps).

Pole

The Pole that the Street Light is attached to.

Pole Link

This option enables you to locate a Pole by a unique means of identification- for example a System Pole ID, Power Board number. These options can be set from the main RAMM Street Lights menu by selecting **Actions > Options** and choosing an identifier from the **Pole Link** drop-down list on the **Database** tab.

Pole and Light Owners

The owners of the the Pole and the Lamp (or of both) of the respective Street Light.

Pole Definitions

Definitions specific to a Pole, for example **Control Types, Construction Materials, Pole Shapes, Pole Purpose**.

Power Company

Details about the power company that supplies power to the Street Lights.

Power Supply Points

Street Light power supply points (for example **Overhead** or **Underground**).

Rating Categories

User definable ratings for Street Light assets that can be categorised and activated for individual assets.

Replacement Reasons

The reasons given for the replacement of an asset. Replacement reasons can be set up and allocated to specific assets.

Road (Road Name)

In RAMM Street Lights this specifically refers to a road in the context of a location of a Street Light.

Update Asset

When entering Contract Details, selecting **Update Asset** will allow automatic updating of the Street Light data when completing a Dispatch.

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